



Local Coordinated Human Service Transportation Plan



2009

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I. Background

Public Transportation in North Carolina

The provision of public transportation in the State of North Carolina began with the establishment of the Mass Transit Division of the Department of Transportation in 1974. The Division's mission was to "foster the development of intercity, intracity and rural public transportation in the state and administer federal and state transit grant programs."¹ In 1979 the Mass Transit Division's name was changed to the Public Transportation Division, which currently administers nearly \$30 million in transit funding each year to more than 120 public transportation systems across the State.

There are four principal types of public transportation options offered in the State of North Carolina. They are: Human Service Transportation, Community Transportation, Urban Transit, and Regional Transit. Other transportation service options include Intercity Bus Services, Van/Car Pools, Amtrak Train Services and State-owned intercity passenger trains and State-operated passenger ferries.²

- Human Service Transportation Systems work with local human service agencies to transport clients for medical, educational, employment, or recreational needs. Eligible riders must be referred by a human service agency.
- Community Transportation Systems also provide transportation for human service clients, but due to federal funding regulations, must also offer services to the general public as well. Transportation types include; subscription rides, dial-a-ride and deviated fixed route services. Seventy-eight community transportation systems are operated in North Carolina.
- Urban Transit Systems in the State typically provides fixed route and dial-a-ride transportation services to the general public. These services must meet ADA requirements and sometimes include a van-pool service. The State supports 17 urban transit systems, four of which either have or is in the process of consolidating their urban and rural transportation systems.
- Regional Transit Systems are less common in the State. These operations offer fixed-route bus systems, commuter services and connect to surrounding counties and other transit systems. They also receive dedicated funding from sales and rental car taxes.

North Carolina's public transportation systems receive funding from Federal, State and local (match and fares) sources. The most prominent rural public transportation grants include the Federal TEA-21 Section 5310 and Section 5311 programs, which are incorporated into the NC Community Transportation Program (CTP), the Rural Operating Assistance Program (ROAP), and the Rural Capital Program. Federal and State funding sources are used to subsidize public transportation services.³

Further information on public transportation systems throughout the State, can be located on the NC DOT website: www.ncdot.org/transit/transitnet.

2009 Call for Projects

Beginning this year, the Public Transportation Division of the North Carolina Department of Transportation is soliciting applications for US Department of Transportation Federal Transit Administration funds and state funds available through Section 5310, 5316, and 5317. All projects funded under the three programs must be derived from a locally developed coordinated public transit-human service transportation planning process and included in an approved plan. Applicants must execute federal and state certifications and assurances, and successful applicants will enter into contract with the department to implement the project.

¹ NC DOT Transitnet: <http://www.ncdot.org/transit/transitnet/PublicInfo/AboutUs.html>

² Regionalizing Public Transportation Services, Project 2002-11, NC DOT October 2002

³ Regionalizing Public Transportation Services, Project 2002-11, NC DOT October 2002

- Federal Section 5310 – Elderly and Disabled Persons Program

The objective of these funds is to provide transportation services that meet the special needs of elderly persons and persons with disabilities for whom mass transportation services are unavailable, insufficient or inappropriate. Special efforts shall be made in the planning and design of transportation facilities and services to assure elderly persons and persons with disabilities the availability of transportation that they can effectively utilize. The Public Transportation Division, through the Section 5310 Program, provides grants to nonprofit corporations and associations and public bodies approved by the state to coordinate services for elderly persons and persons with disabilities, or public bodies that certify to the Governor that no nonprofit corporation or association is readily available in an area to provide the service.

Funds are available for the purchase of vehicles and related capital equipment and for operating expenses.

- Federal Section 5316 – Job Access and Reverse Commute (JARC) Program

The purpose of the JARC grant program is to assist in developing new or expanded transportation services such as shuttles, vanpools, guaranteed rides home or connector/feeder services that connect employees to jobs and other employee-related services. Job Access projects are targeted at developing new or expanded transportation services for welfare recipients and/or low-income persons. Reverse commute projects can provide transportation services to suburban or rural employment locations for all populations.

Funds are available for capital, planning and operating expenses that support the development and maintenance of transportation services designed to meet the intent of the program.

- Federal Section 5317 – New Freedom Program

The purpose of this program is to encourage services and facility improvements to address the transportation needs of persons with disabilities to go beyond those required by the Americans with Disabilities Act (ADA). New Freedom grants are intended to provide additional tools to overcome existing barriers facing persons with disabilities who are seeking integration into the work force and full participation in society. For the purpose of the New Freedom Program, “new” service is any service or activity that was not operational on August 10, 2005, and did not have an identified funding source as of August 10, 2005.

Funds are available to support the capital and operating costs of new public transportation service targeted toward people with disabilities or public transportation alternatives that go beyond those required by the ADA.

Plan Approach

Individual workshops to solicit input on Human Service Transportation needs were held in each of the four Mid-Carolina RPO counties. Letters were sent out to interested parties announcing the workshops and advertisements were also placed in each county’s local newspaper to encourage public participation.

As a part of the workshops, each attendee was asked to complete the attached survey to better understand the needs of each county. The survey is shown in Section II of this document.

Furthermore, each workshop included a time of group discussion and sharing on what additional needs that the group felt were unmet in their respective county. The needs were then recorded for everyone to see and the opportunity for each individual to vote on the most important needs was given. From there, the group discussed potential strategies for satisfying the needs that they decided upon.

This document is separated by counties. For each county, you will first see the Workshop Advertisement that was included in the local newspapers. After that is the summary of that county’s workshop to include the attendance, ranking of needs, strategies, and the survey results. After that is a brief description of the most up-to-date public transportation services which that county currently provides.

II. Survey

The following survey was distributed to all workshop participants in each county.

Coordinated Human Services Public Transportation Planning A survey of community transportation needs

The Mid-Carolina Rural Transportation Planning Organization in coordination with the NCDOT has begun the effort to identify specific mobility needs of the various target populations and to better understand the need for special transportation services in the county. We intend to discuss how those needs are currently met or unmet and identify opportunities for improvement, along with assessing the capacity of human service agencies to coordinate transportation services. The goal of this workshop is to bring together local transportation providers, agencies, customers and other stakeholders and provide the opportunity for participation & involvement and to facilitate an exchange of ideas to be used during the planning of future transit needs of the county.

In order to quickly prioritize the transportation issues that need to be addressed in your community – a common list of problems has been assembled from other ‘plans’ developed throughout the country. Please mark all those that apply to your experience.

Prioritize each survey statement in accordance to level of importance using the following rankings:

4 – High Importance
3 – Medium Importance

2 – Low Importance
1 – No Importance

SERVICE RELATED

| | |
|--|--|
| | There is not enough public transportation service available. |
| | There needs to be extended service hours |
| | There needs to be extended weekend and night service |
| | There needs to be extended service focusing on employment type trips |
| | There is a need to increase service to fill gaps in underserved areas |
| | There is a need for coordination between transportation providers to provide cross-county trips |
| | There is a need for coordination between transportation providers to provide inter-county trips |
| | There is a need for a public transportation service to focus specifically on providing employment trips |
| | There is a need for a public transportation service to focus specifically on providing shopping and recreation trips |
| | Too much advance planning is required in order to get transportation |
| | There is a need for increased/improved door to door service for the elderly and disabled population |

EDUCATION & MARKETING/CUSTOMER SERVICE

| | |
|--|--|
| | There is a need for education on available services, programs and eligibility requirements |
| | There are communication issues i.e. language barriers, non existent web-site or difficult to find/use, inconsistent information provided |
| | There needs to be advertising of the various services to the elderly, low income, and general public |
| | There is a need to market/increase participation on the Transportation Advisory Board (TAB) |

AGENCY RELATED

| | |
|--|--|
| | There is a need for sustained support for coordinated transportation planning among elected officials, agency administrators, transportation providers and other community leaders |
| | Service providers need to be more "consumer friendly" |
| | There is a need for users to have the option to make reservations for service after business hours |
| | Agency staffing is too small to handle the number and complexity of issues that arise |

Below you may add any additional comments or problems and list any known locations/agencies/times or places the problems occur.

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What do you hope the Coordinated Human Service Transportation Plan will produce?

Name of your human service agency or advocacy group (if applicable):

Name of person completing form _____

Telephone_____Email_____

III. Bladen County

PUBLIC WORKSHOP TO DISCUSS AND IDENTIFY *PUBLIC TRANSPORTATION NEEDS IN BLADEN COUNTY*

The public is invited to attend a **Bladen County workshop to address transportation needs** for the transportation disadvantaged. This workshop will help identify the specific transportation needs for individuals with disabilities, older adults and persons with low incomes in order to improve the coordination of transportation services and increase the efficient use of public resources. The findings will be developed into a “Locally Coordinated Human Services Transportation Plan” for the four counties in the Mid-Carolina Transportation Planning Organization area (Bladen, Cumberland, Harnett and Sampson Counties).

DATE: Tuesday, February 24, 2009
TIME: 9:00 a.m. to 1:00 p.m.
PLACE: Bladen County Public Library
111 N. Cypress Street
Elizabethtown, NC

This workshop is being hosted by the Mid-Carolina Rural Transportation Planning Organization, in cooperation with Bladen County and the North Carolina Department of Transportation Public Transportation Division.

For additional information, contact Joel Strickland at the Mid-Carolina Council of Governments at jstrickland@mccog.org or (910) 323-4191 extension 34.

BLADEN COUNTY WORKSHOP ATTENDANCE

Joan Allen, Bladen County Division of Aging
Earl W. Brown, Bladen County Transportation Advisory Board
Robert Lewis, Town of Elizabethtown
Sharon McGavock, Bladen County Social Services
Kent Porter, Bladen Area Rural Transportation System
Tamra Shaw, NCDOT Public Transportation

BLADEN COUNTY HUMAN SERVICE TRANSPORTATION NEEDS

The priority levels below are based on the amount of votes each need received at the workshop. The vote total is listed beside need in parenthesis.

High Priority Needs:

More transportation in the North and Eastern parts of the county (6)
Transportation to and from Bladen Community College in Dublin originating in Elizabethtown and Clarkton (5)
Increased technology such as coordination efforts between passengers and drivers at large venues (4)
Extended hours beyond 2 pm for employment trips (4)
Transportation for job hunting and getting to a job (3)
Access from the East Arcadia and Riegelwood areas to Elizabethtown, New Hanover Hospital in Wilmington, and Bladen Community College (3)

Medium Priority Needs:

Low-cost transportation, especially for workers going to jobs (2)
Sparse populations north of the river make justifying service to those areas difficult (2)
Education and recruitment to generate the numbers needed for trips – marketing (1)

Low Priority Needs:

More out of county destinations for senior medical trips (0)
Client training on how the system works (0)
Language, hearing, and vision barriers (0)
Public/private partnerships (0)
Access to Kelly and Clarkton nutrition sites (0)
Need for recreational trips (0)
Door to door service (0)

BLADEN COUNTY HUMAN SERVICE TRANSPORTATION POTENTIAL STRATEGIES OF IMPROVEMENT

1. Develop coordination between BARTs and Workfirst for transportation to job fairs and job opportunities.
2. Provide clients with a means of contacting a driver in an emergency situation.
3. Increase interaction between employers and transportation providers.
4. Create a voucher program for employment, education, and medical trips.
5. Start coordination with adjacent county providers on out of county medical trips.

BLADEN COUNTY HUMAN SERVICE TRANSPORTATION SURVEY RESULTS

A total of five (5) persons participated in the survey. The score for each survey topic is listed to the right of the topic in red. The highest score possible was 20.

Service Related Topics:

- There is not enough public transportation service available (18)
- There needs to be extended service hours (16)
- There needs to be extended weekend and night service (11)
- There needs to be extended serviced focusing on employment type trips (14)
- There is a need to increase service to fill gaps in underserved area (18)
- There is a need for coordination between transportation providers to provide inter-county trips (8)
- There is a need for a public transportation service to focus specifically on providing employment trips (11)
- There is a need for a public transportation service to focus specifically on providing shopping and recreation trips (12)
- Too much advance planning is required in order to get transportation (9)
- There is a need for increased/improved door to door service for the elderly and disabled population (17)

Education & Marketing/Customer Service:

- There is a need for education on available services, programs and eligibility requirements (13)
- There are communication issues I.e. language barriers, non existent web-site or difficult to find/use, inconsistent information provided (9)
- There needs to be advertising of the various services to the elderly, low income and general public (13)
- There is a need to market/increase participation on the Transportation Advisory Board (TAB) (14)

Agency Related:

- There is a need for sustained support for coordinated transportation planning among elected officials, agency administrators, transportation providers and other community leaders (18)
- Service providers need to be more "consumer friendly" (13)
- There is a need for users to have the option to make reservations for service after business hours (10)
- Agency staffing is too small to handle the number and complexity of issues that arise (13)

Other Comments:

- Transportation for low income families for job search, employment, etc. is a significant need for Bladen County. Also reaching the outer areas of Bladen County is a need.

Desired Results from the Plan:

- My hope is that the plan will produce ideas and options for expanded transportation, keeping in mind the current economic situation.
- Better overall service for the elderly.
- I hope that it will produce fluent service that is accessible at peak hours during the day.
- Transportation for the public also needs to be available at night and on weekends.
- Means to provide better and efficient transportation for the people of Bladen County.

CURRENT BLADEN COUNTY SYSTEM

Bladen County: BARTS

Bladen Area Rural Transportation System

SUBSCRIPTION ROUTES

Service Routes

2 to 7 days a week – Monday through Friday

Special Weekend Trips on Request

Operating Hours: between 8 a.m. to 2 p.m.

| FARE | ROUTE NAME & DESCRIPTION |
|--------|--|
| \$3.00 | DFR Deviated Route – Bladenboro (Monday thru Friday) |
| 2.00 | DFR Deviated Route – Clarkton (Monday thru Friday) |
| 2.00 | Smith Pond – White Lake (Mondays & Wednesdays) |
| 3.00 | Kelly – Kelly (2 nd Tuesday and 3 rd Thursday) |
| 3.00 | Northwest Bladen – Tar Heel (Tuesdays & Thursdays) |
| 2.00 | White Lake (Monday & Wednesday) |
| 3.00 | Northwest Bladen – White Oak (Tuesdays & Thursdays) |
| 2.00 | Elizabethtown – Elizabethtown (Monday thru Friday) |

Dialysis Routes

3 days a week – Monday, Wednesday & Friday

Operating Hours: 7:30 a.m. to 6 p.m.

Services are provided to subscriptions route patrons

Dialysis routes are funded through Social Services. Passengers are not charged individual fares.

Nutrition Routes

5 days a week – Monday through Friday

Operating Hours: 7:45 a.m. to 3:30 p.m.

| FARE | ROUTE NAME & DESCRIPTION |
|------|--------------------------|
| * | Elizabethtown |
| * | Bladenboro |
| * | Kelly |
| * | East Arcadia |
| * | Baltimore |

*Nutrition Routes are funded through Social Services. Passengers are not charged individual fares.

Mental Health Routes

5 days a week – Monday through Friday

Operating Hours: 6:30 a.m. to 4 p.m.

Demand Response – Services contracted to Bladen Opportunity Unlimited (BOU)

Mental Health Routes are funded through Social Services. Passengers are not charged individual fares.

Medical Routes

1 to 2 days a week

Operating Hours: 9 a.m. to 3 p.m.

| FARE | ROUTE NAME & DESCRIPTION |
|--------|----------------------------------|
| \$4.00 | Lumberton (Mondays & Wednesdays) |
| 12.00 | Duke/Chapel Hill (Tuesdays) |
| 4.00 | Whiteville (Tuesdays) |
| 8.00 | Fayetteville (Thursdays) |
| 10.00 | Wilmington (Thursdays) |

Fleet Description (Types of Vehicles, Capacity and Special Accessories):

The County's 16-vehicle fleet includes:

- Two 24-Passenger Buses and One 18-Passenger Bus (One Bus Equipped With Wheelchair Lift)
- Six 13-Passenger High Top Vans (Three Vans Equipped with Wheelchair Lift)
- Two Standard 15-Passenger Vans
- One Mini-Van
- One Car

Overall Hours of Operation:

6:00 a.m. to 5:30 p.m. Monday through Friday

Contact Information:

Bladen Area Rural Transportation System (BARTS)

P.O. Box 520

Elizabethtown, NC 28337-2102

Telephone: (910) 862-6930; Fax: (910) 862-6913

Email – doa@bladenco.org or kporter@bladenco.org

2000 Census Characteristics:

Population: 32,278

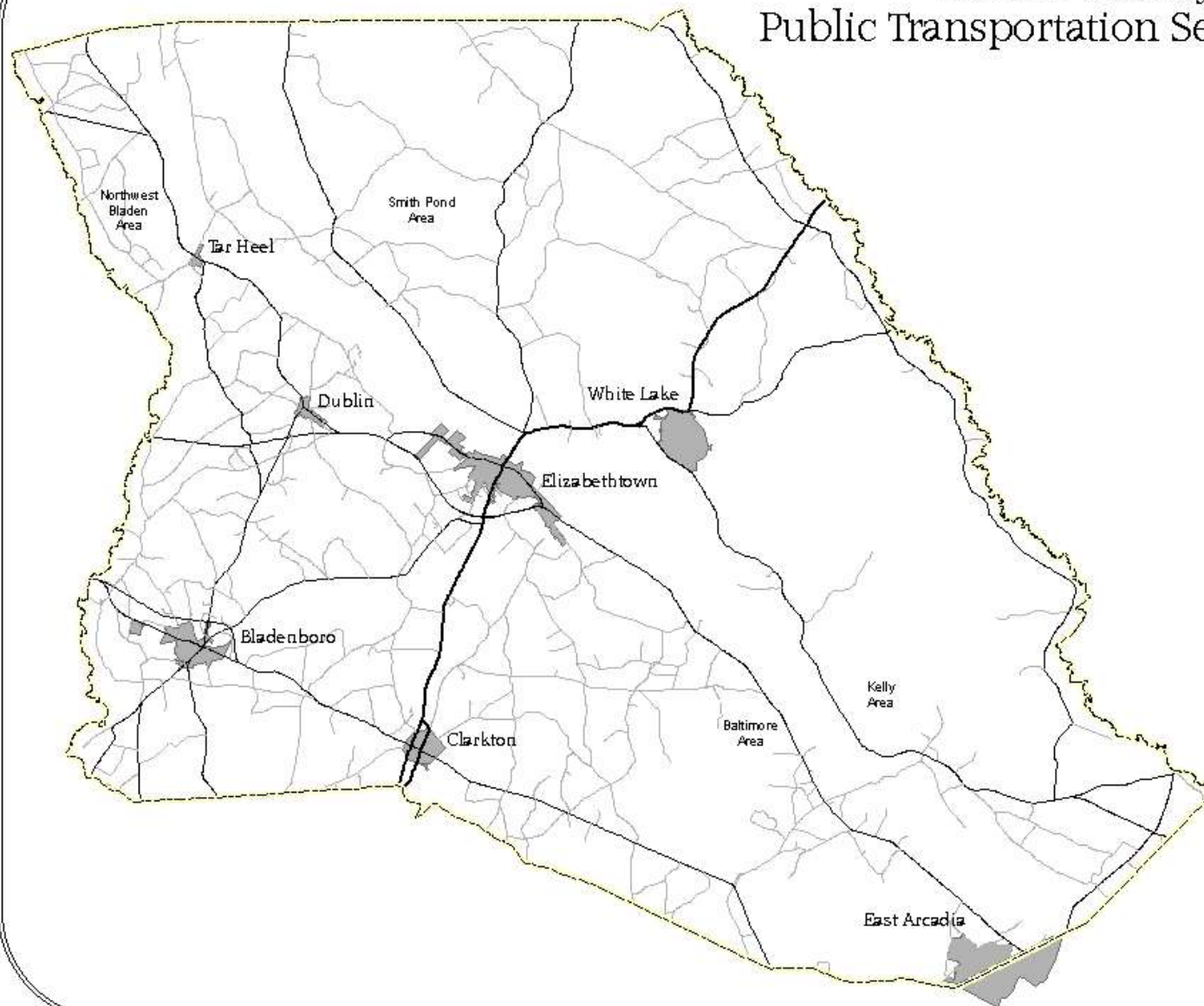
Persons per Square Mile: 36.9

Land Area: 875 square miles

Rural: 28,696 or 89%

Urban: 3,582 or 11%

Bladen County Public Transportation Service Area



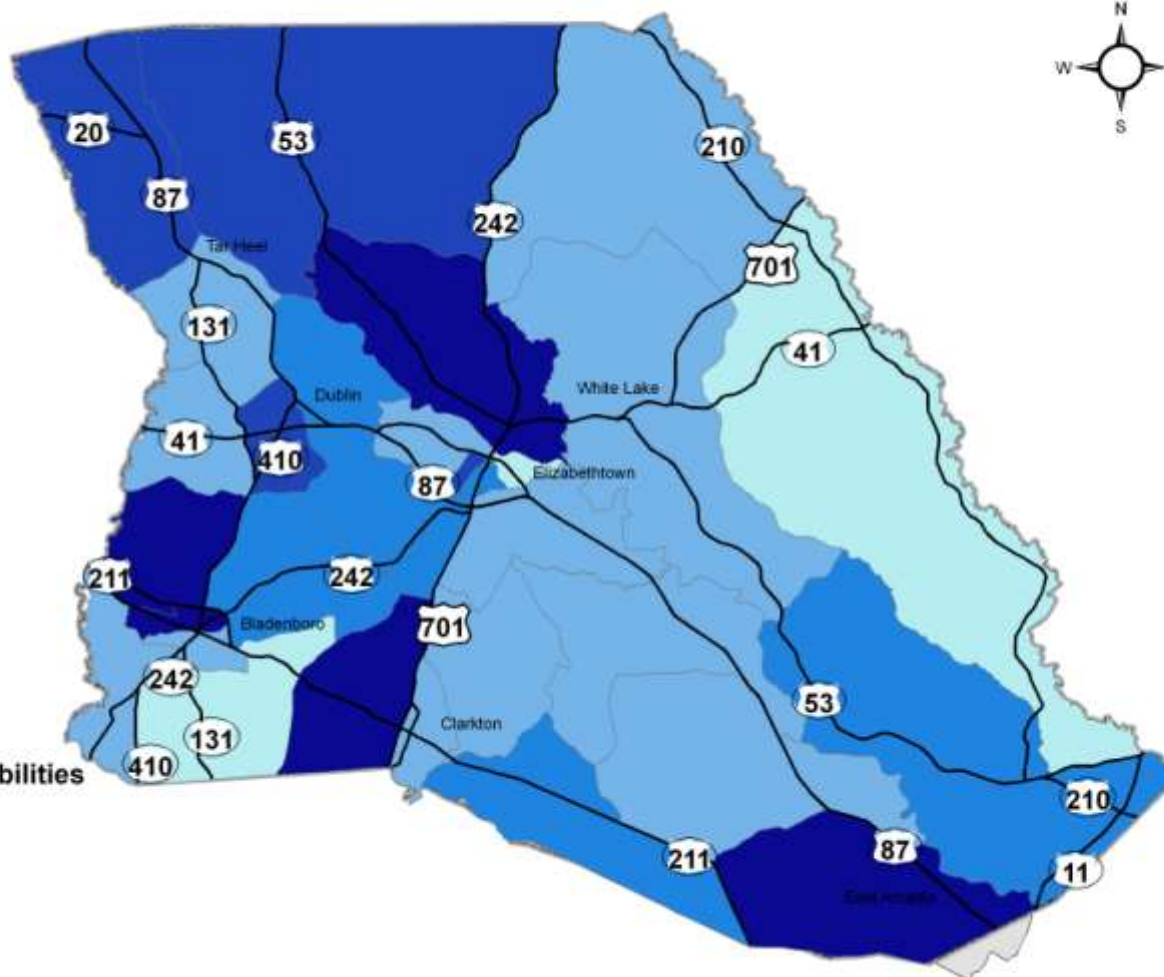
Bladen County Persons with Disability



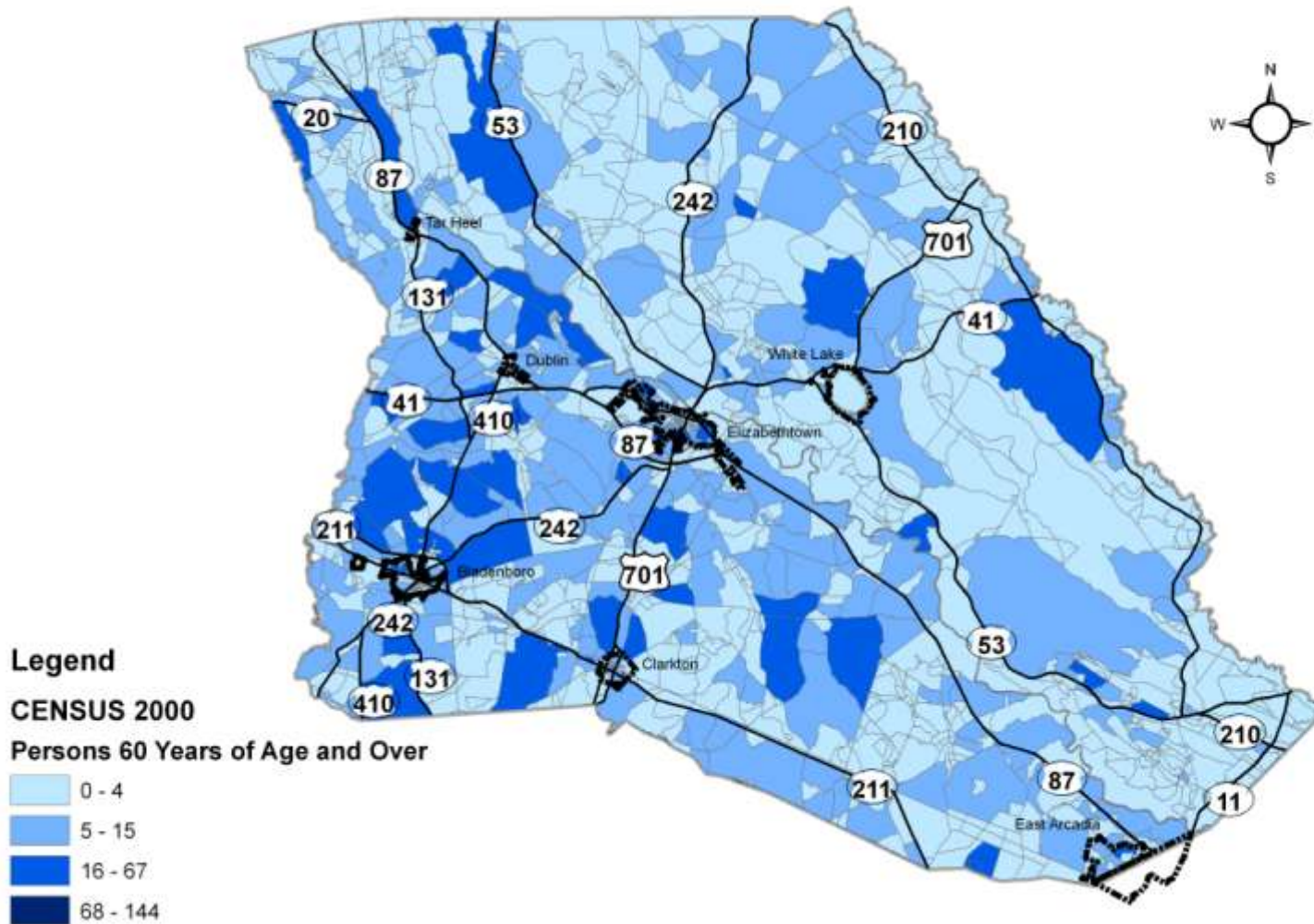
Legend

CENSUS 2000

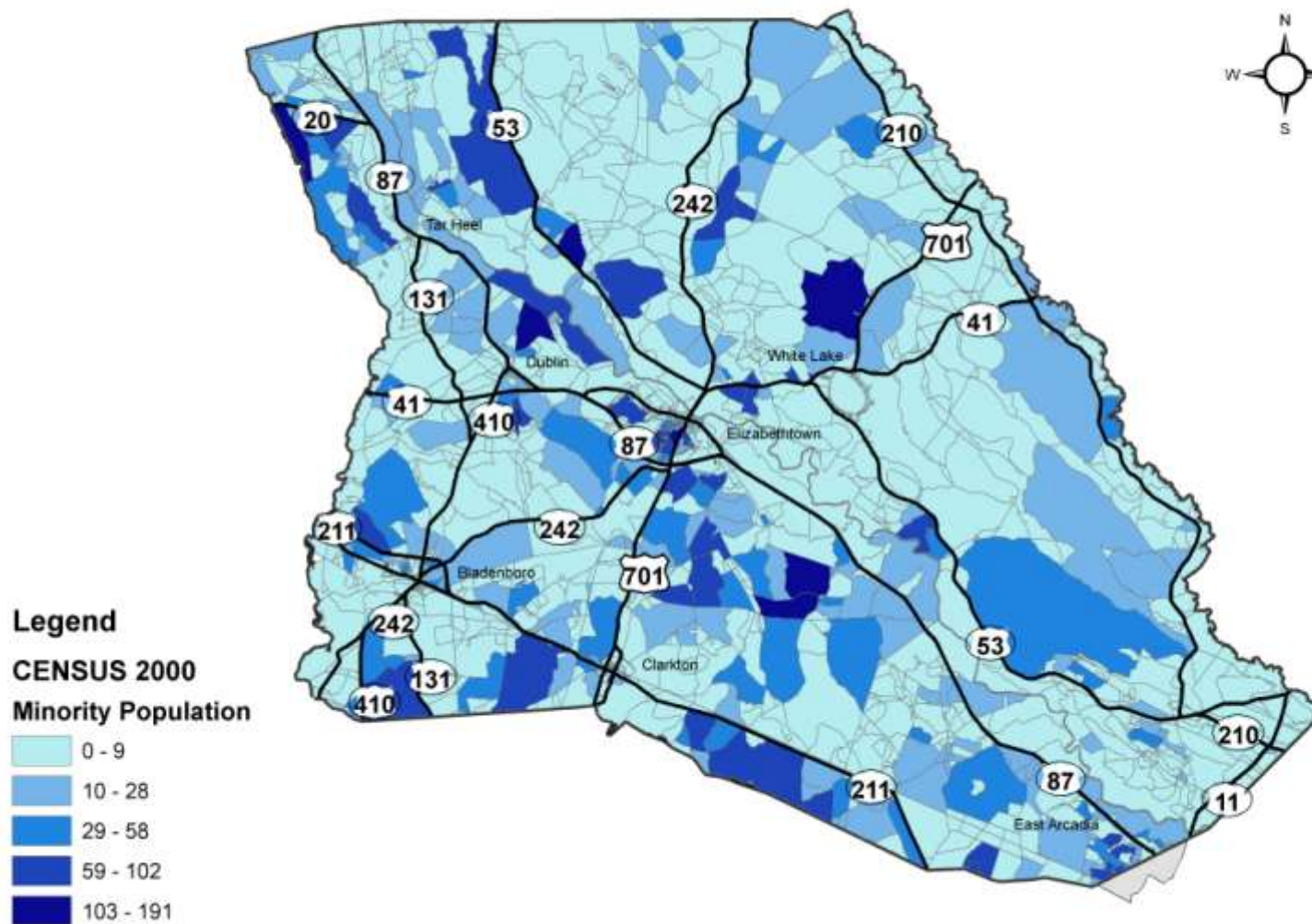
Persons with Disabilities



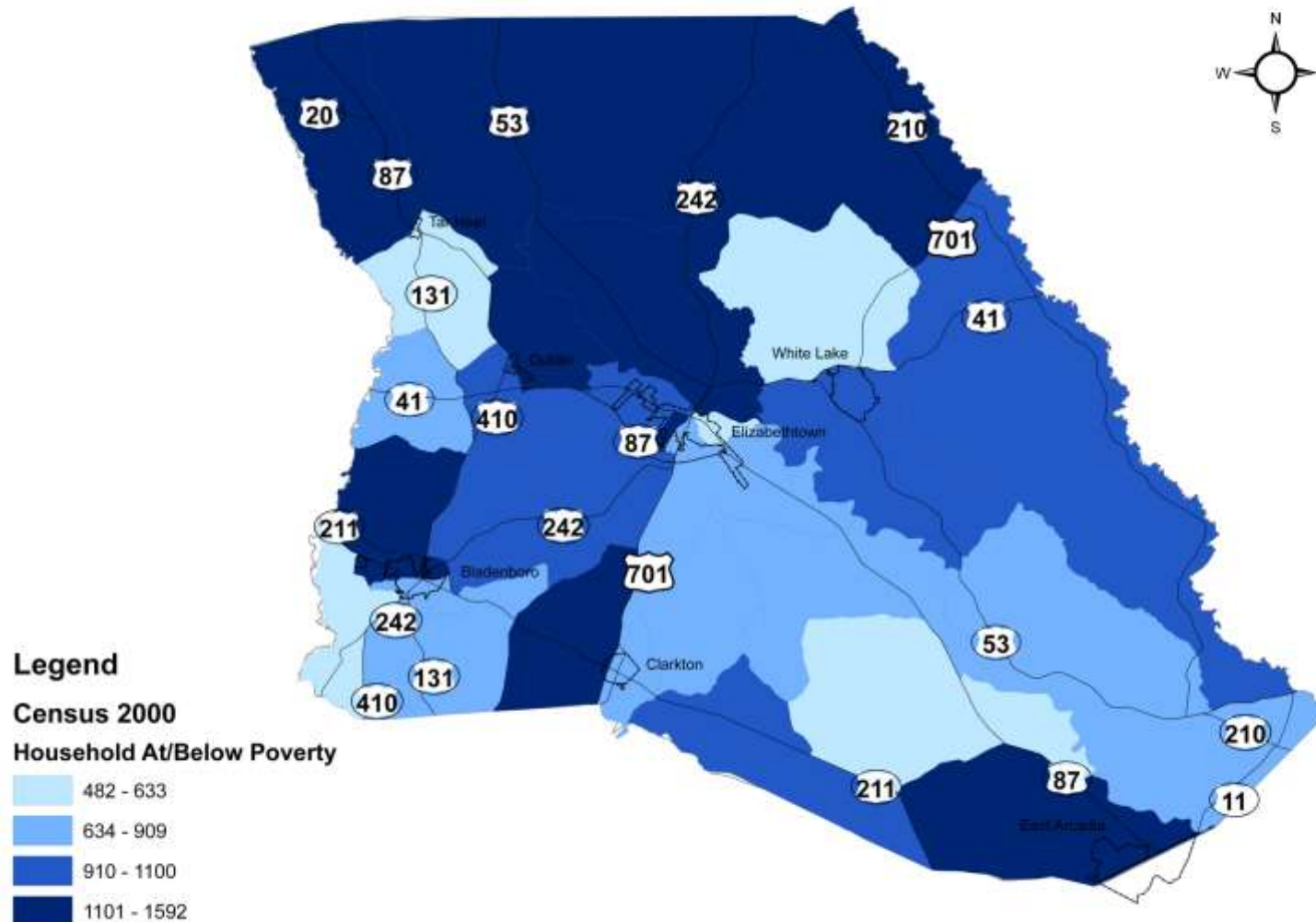
Bladen County
Elderly: Persons at/over Age 60



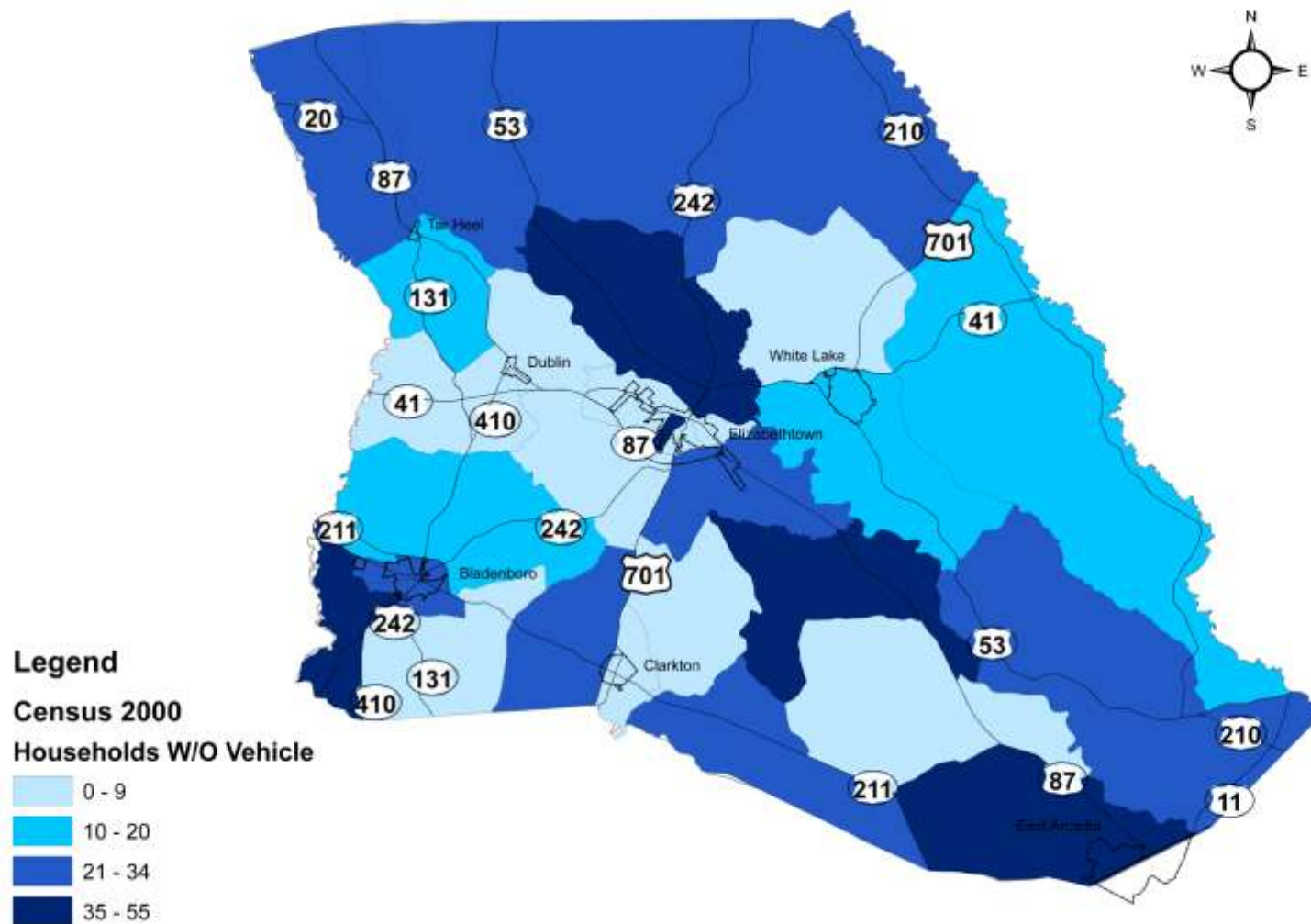
Bladen County Minority Population



Bladen County Household At/Below Poverty



Bladen County Households Without Vehicle



IV. Cumberland County

PUBLIC WORKSHOP TO DISCUSS AND IDENTIFY *PUBLIC TRANSPORTATION NEEDS IN CUMBERLAND COUNTY*

The public is invited to attend a **Cumberland County workshop to address transportation needs** for the transportation disadvantaged. This workshop will help identify the specific transportation needs for individuals with disabilities, older adults and persons with low incomes in order to improve the coordination of transportation services and increase the efficient use of public resources. The findings will be developed into a “Locally Coordinated Human Services Transportation Plan” for the four counties in the Mid-Carolina Transportation Planning Organization area (Bladen, Cumberland, Harnett and Sampson Counties).

DATE: Monday, February 16, 2009
TIME: 9:00 a.m. to 1:00 p.m.
PLACE: Cumberland County Department of Social Services
Meeting Room C
1225 Ramsey Street
Fayetteville, NC

This workshop is being hosted by the Mid-Carolina Rural Transportation Planning Organization, in cooperation with the Cumberland County Community Transportation Program, and the North Carolina Department of Transportation Public Transportation Division.

For additional information, contact Joel Strickland at the Mid-Carolina Council of Governments at jstrickland@mccog.org or (910) 323-4191 extension 34.

CUMBERLAND COUNTY WORKSHOP ATTENDANCE

Alvin Bess, Fayetteville Area Metropolitan Planning Organization
Jerry Bradley, NCDOT Division 6
Shanelle Bullock, Division of Community Assistance – NC Department of Commerce
Maurizia Chapman, Fayetteville Area Metropolitan Planning Organization
Judy Dawkins, RSVP
Dennis Dunston, Victory Transport
Pat Edwards, Hope Mills Sunshine Center
Ifetayo Farrakhan, Department of Social Services
Charles Glover, RLS & Associates
Frances Jackson, Fayetteville Area System of Transit
Denese Lavender, NCDOT Public Transportation
Charles Luther, Cumberland County Transportation Advisory Board
Ron Macaluso, Fayetteville Area System of Transit
Mike McCord, Hope Mills Sunshine Center
Toney McCray, Bethel Adult Day Care
Lucretia McKoy, CFADHC
Monita McLaurin, Division of Community Assistance – NC Department of Commerce
Rudy McMillan, Majestic Tours
Chip Modlin, FAMPO Citizens Action Committee
Gloria Morrow, N-Vision Accounting & Management Services
Wendy Nunnery, Fayetteville Area System of Transit
Pam Presser, Department of Social Services
Eric Redrick, Employment Security Commission
William “H” Robinson, Cumberland County Mental Health
Michael Royce, Cape Fear Valley EMS
Ebou Sankareh, FAMIKS Transportation
Tamra Shaw, NCDOT Public Transportation
Chris Thomas, Victory Transport
Carolyn Tracy, Mid-Carolina Area Agency on Aging
Kaki Van Sickle, Cumberland County Coordinating Council on Older Adults
Kristine Wagner, Cumberland County Community Transportation Program
Bob White, Seniors Call to Action

CUMBERLAND COUNTY HUMAN SERVICE TRANSPORTATION NEEDS

The priority levels below are based on the amount of votes each need received at the workshop. The vote total is listed beside need in parenthesis.

High Priority Needs:

Non-medical transportation service for trips such as shopping, recreation, food, etc. (21)
More established public-private partnerships (15)
Transportation service after normal work hours (12)
Service for low-income clients who may not be Medicaid eligible (11)
Transportation to out-of-county hospitals and special facilities such as Duke, UNC, etc. (11)
Door to door transportation (11)
Municipal participation in planning and providing transportation services (11)
Improved facilities at transportation waiting areas to include sidewalks, lighting, and crosswalks (10)

Medium Priority Needs:

Improved pedestrian safety to get to transportation stops in the City and County (9)
Consolidated services such as a broker or transit authority (7)
A system of oversight for transportation providers to monitor their performance (7)
Site specific shuttles to places such as Wal-Mart, Goodyear, etc (7)
Education and training for service providers on the requirements of helping the rider (7)

Weekend transportation for non-emergency medical needs (6)
 Increased public awareness of services (6)
 Employment needs at rural high employment centers such as Smithfield Packing in Tar Heel (6)
 Easier access and service for clients with chronic problems to prevent them from becoming acute (5)
 Mobility manager position (4)
 Communication issues due to language barriers (4)

Low Priority Needs:

Specific route connecting Ramsey Street with Raeford Road (3)
 Employer provided subsidized bus passes (3)
 Transportation education for elected officials (3)
 Problems with the misuse of 911 for routine medical trips (2)
 More transportation options in the Hope Mills and Linden areas (2)
 Transit service to schools for parents meetings and programs (2)
 Informational call center (2)
 Training for drivers on how to handle and secure wheelchairs (2)
 Marketing video on how to ride transit (1)
 Improved service to the 28312 and 28391 zip codes (Cedar Creek and Stedman areas) for low-income populations and seniors (1)
 Student and worker transportation needs throughout the day (1)
 Sensitivity training for operators, drivers and dispatchers (1)
 Customer service training program for companies providing transportation (1)
 A one-stop facility to pick-up riders and drop them off at multiple locations (1)
 The ability to add additional trips to requested trips as needed (1)
 Fixed route service needs to be destination based (specific site to specific site) (1)
 Service after 7 pm transporting to and from municipal meetings (1)
 Active duty military transportation service (0)
 Communication and coordination on services between providers and health agencies (0)
 Increased diversity and representation on the Transportation Advisory Board (0)
 Reduced costs of transit passes for low-income individuals (0)
 More bike paths to transportation sites (0)
 Veteran's dependency on children (0)
 Ability for students to get to night classes or training (0)
 Transportation for recreational opportunities (0)
 Improved safety and security on busses and at stops (0)
 Transportation statewide connecting the VA Hospitals (0)
 Para-transit to and on the military base (0)

CUMBERLAND COUNTY HUMAN SERVICE TRANSPORTATION POTENTIAL STRATEGIES OF IMPROVEMENT

1. Create an instructional video on how to ride the transit system and have it played at various government buildings as well as posted on internet websites.
2. Create more educational pamphlets and handouts and distribute them throughout the community.
3. Increase bilingual training for transportation staff.
4. Purchase and use more technology that will assist in communication with hearing-impaired individuals.
5. Create a transportation awareness campaign similar to the Fayetteville Area System of Transit's "Try Transit Week".
6. Establish a directory of transportation providers, broken down by types of transportation, and market this directory to the public.
7. Get more service organizations involved.
8. Create a call center where citizens can find out which organizations can provide them service based upon their needs.
9. Encourage transportation providers to participate in more community events, possibly even creating transportation fair, and try to get more veteran's groups involved.

CUMBERLAND COUNTY HUMAN SERVICE TRANSPORTATION SURVEY

RESULTS

A total of twenty-five (25) persons participated in the survey. The score for each survey topic is listed to the right of the topic in red. The highest score possible was 100.

Service Related:

- There is not enough public transportation service available (91)
- There needs to be extended service hours (83)
- There needs to be extended weekend and night service (82)
- There needs to be extended serviced focusing on employment type trips (84)
- There is a need to increase service to fill gaps in underserved area (87)
- There is a need for coordination between transportation providers to provide inter-county trips (79)
- There is a need for a public transportation service to focus specifically on providing employment trips (73)
- There is a need for a public transportation service to focus specifically on providing shopping and recreation trips (68)
- Too much advance planning is required in order to get transportation (77)
- There is a need for increased/improved door to door service for the elderly and disabled population (83)

Education & Marketing/Customer Service:

- There is a need for education on available services, programs and eligibility requirements (90)
- There are communication issues I.e. language barriers, non existent web-site or difficult to find/use, inconsistent information provided (83)
- There needs to be advertising of the various services to the elderly, low income and general public (92)
- There is a need to market/increase participation on the Transportation Advisory Board (TAB) (76)

Agency Related:

- There is a need for sustained support for coordinated transportation planning among elected officials, agency administrators, transportation providers and other community leaders (90)
- Service providers need to be more "consumer friendly" (85)
- There is a need for users to have the option to make reservations for service after business hours (75)
- Agency staffing is too small to handle the number and complexity of issues that arise (81)

Other Comments:

- More county services on eastern Cumberland County region for below poverty level.
- Infrastructure is lacking with highways; leaves out sidewalks - not enough emphasis on sidewalks. People have additional responsibilities need to spend more time w/the disabled.
- There is a need for out of county transportation to Duke & Chapel Hill medical centers
- Relying on DSS is a space available situation- you can't depend on that. Rural transportation needs to be expanded. Develop a transportation authority. Increase funding to county transportation office.
- Providers need to stick to schedule to make transportation reliable for those depending on it. Sensitivity toward clients also needs improvement.

Other Comments continued:

- It is my experience that people only react to information on services when they are in need of the service and disregard the information until then.
- Need for more assistance to elderly & disabled riders- specifically door to door & wheelchair. Customer Service. Transportation other than medical for those who can afford it but unable to drive. School (education) transportation.
- There is a need for bariatric transportation to and from doctors' offices.
- There is a high demand for dialysis transport to & from facilities that consume all resources.
- Services should be easily accessible & available for those who need them!
- Difficult to contact ADA services, long wait time to get approved for ADA services.
- Transportation requirements to places such as Smithfield packing plant, Carolina Cold Storage, Mountaire Farms and up/down Main Road Raeford - 401 Skibo, Bragg, Ramsey and others possibly go from one end to the other, direct routes.
- More training in available grants and eligible activities.
- Empathy and improved customer service.
- The majority of the people that need transportation either not qualified on certain programs or they do not have the money or income to get transportation. However disabled persons are eligible for bus tickets sometimes can't make it to the bus lines.

Desired Results from the Plan:

- Better transportation for disability personnel. Personnel with vehicles such as handicap vans be paid a fee worthwhile for transporting clients to appointments.
- More expanded rural transportation. A transportation authority. More transportation to the disabled. Transportation to Duke & Chapel Hill for non DSS Client.
- More service/less lip service. More money for transportation.
- I would like to see a system of transportation comparable to those existing in major cities such as New York City.
- Expanded transportation that riders can rely on and make appointments, get to jobs and necessary shopping and medical appointments. Target those that don't meet Medicaid eligibility - those that fall through the cracks and those that have scheduling issues. Safety, reliability and dependability are always an issue.
- Assistance to elderly & handicapped (disabled). On time service. One Stop shop concept.
- Safe, effective, efficient transportation options for citizens served.
- Transportation for all may it be city or county. Cumberland Co. is a big county with a lot of older persons without transportation. I receive calls every day from persons living in Hope Mills, Stedman, and Cedar Creek trying to find a way to town.
- The people in Fayetteville & Cumberland County who need transportation services will be fully informed as to what services are provided for them & how to access and utilize these services.
- Additional types of trips for elderly/disabled within community
- Safer transportation for elderly and disabled...I can't count the number of times I've seen a person in a wheelchair on a street without sidewalks.
- More public knowledge of services provided. More flexibility in problem solving available to specific organizations and locations. This work shop is excellent and a great benefit for operation level personnel.
- Advice and ways we can improve our transportation policies to accommodate the underserved clients in Hope Mills/Cumberland County.
- Coordinated services garage of fast implementation. Also a steering committee and more active involvement by the general public and private sector.

Current Cumberland County System

Cumberland County Community Transportation Program

ROUTE INFORMATION

Nutrition Routes

1 to 5 days a week – Monday through Friday

Participants travel in prearranged groups.

Operating Hours: between 8 a.m. and 5 p.m.

Route No. 370 – Spring Lake

Route No. 371 – Blue Street

Route No. 373 – Downing Road

Nutrition Routes are funded by Mid Carolina Area Agency on Aging (AAA). Passengers are not charged individual fares; however, participation in the cost share program is encouraged but not required. Services are provided by B & W Transportation.

Dialysis Transportation

5 days a week – Monday through Friday

Normally operates between 8 a.m. and 5 p.m. but can begin earlier if clients' schedules require

Demand Response – Service Area: Cumberland County

Dialysis routes are funded by the Rural Operating Assistance Program (ROAP) Grant through NC DOT and the Mid Carolina AAA Block Grant. Passengers are not charged individual fares, however, those transported with Mid Carolina Block Grant funds are encouraged but not required to participate in the cost share program. Services provided under the ROAP Grant are funded by the Elderly and Disabled Transportation Assistance Program (EDTAP) portion. The contracted vendors are Majestic Luxury Tours, Inc. and B & W Transportation.

Medical Transportation

5 days a week – Monday through Friday

Operating Hours: between 8 a.m. and 5 p.m.

Demand Response – Service area: Cumberland County

Medical trips are funded by the ROAP Grant through NC DOT and the Mid Carolina AAA Block Grant. Passengers are not charged individual fares; however, those transported with Mid Carolina Block Grant funds are encouraged to participate in the cost share program. Services provided under the ROAP Grant are funded by the Elderly and Disabled Transportation Assistance Program (EDTAP) portion. The contracted vendors are Majestic Luxury Tours, Inc and B & W Transportation.

Rural General Public

6 days a week – Monday through Saturday

Operating Hours: 7:30 a.m. through 7:30 p.m. excluding time between 10:30 a.m. and 2:30 p.m. weekdays
10:30 a.m. through 6:30 p.m. on Saturdays

Route 40 – FAST Bus Line through Spring Lake: Fare \$1.00

RGP Routes are funded by the ROAP Grant through NCDOT. Passengers are charged individual fares. This service is open to the general public. This service is provided by the Fayetteville Area System of Transit.

Fleet Description (Types of Vehicles, Capacity and Special Accessories):

The Cumberland County Community Transportation Program provides services that are contracted. All vehicles meet ADA requirements.

Overall Hours of Operation: 8:00 am to 5:00 pm, Monday through Friday

Contact Information:Rural Services:

Kristine Wagner

Transportation Program Coordinator

Cumberland County Community Transportation Program

130 Gillespie Street

Fayetteville, NC 28301

Fayetteville Services:

Fayetteville Area System of Transit (FAST) Information Center

147 Old Wilmington Road

Fayetteville, NC 28301

(910) 433-1747

2000 Census Characteristics:

Population: 302,963

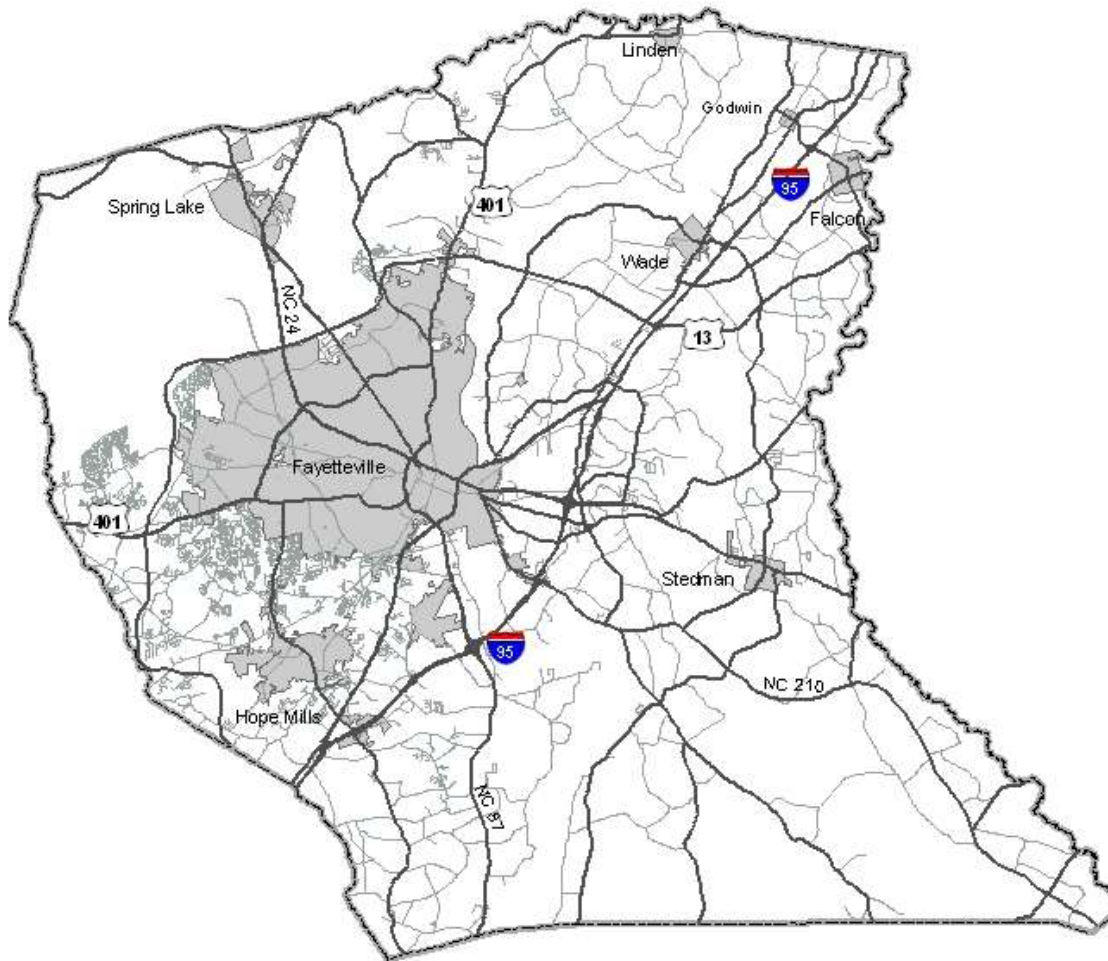
Persons Per Square Mile: 464.2

Land Area: 653 square miles

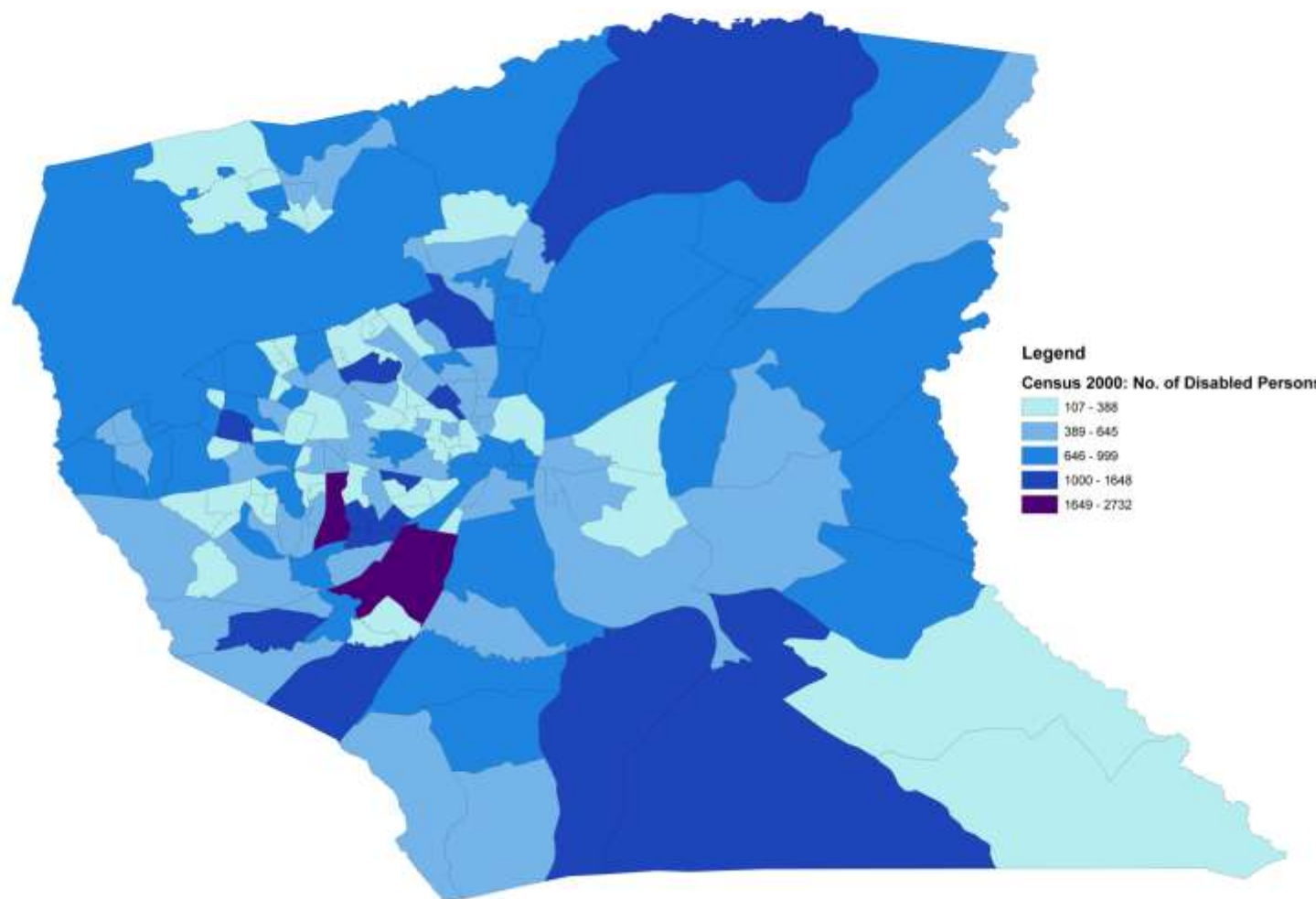
Rural: 38,380 or 13%

Urban: 264,583 or 87%

Cumberland Co Human Transportation System Service Area



Cumberland County: Disability

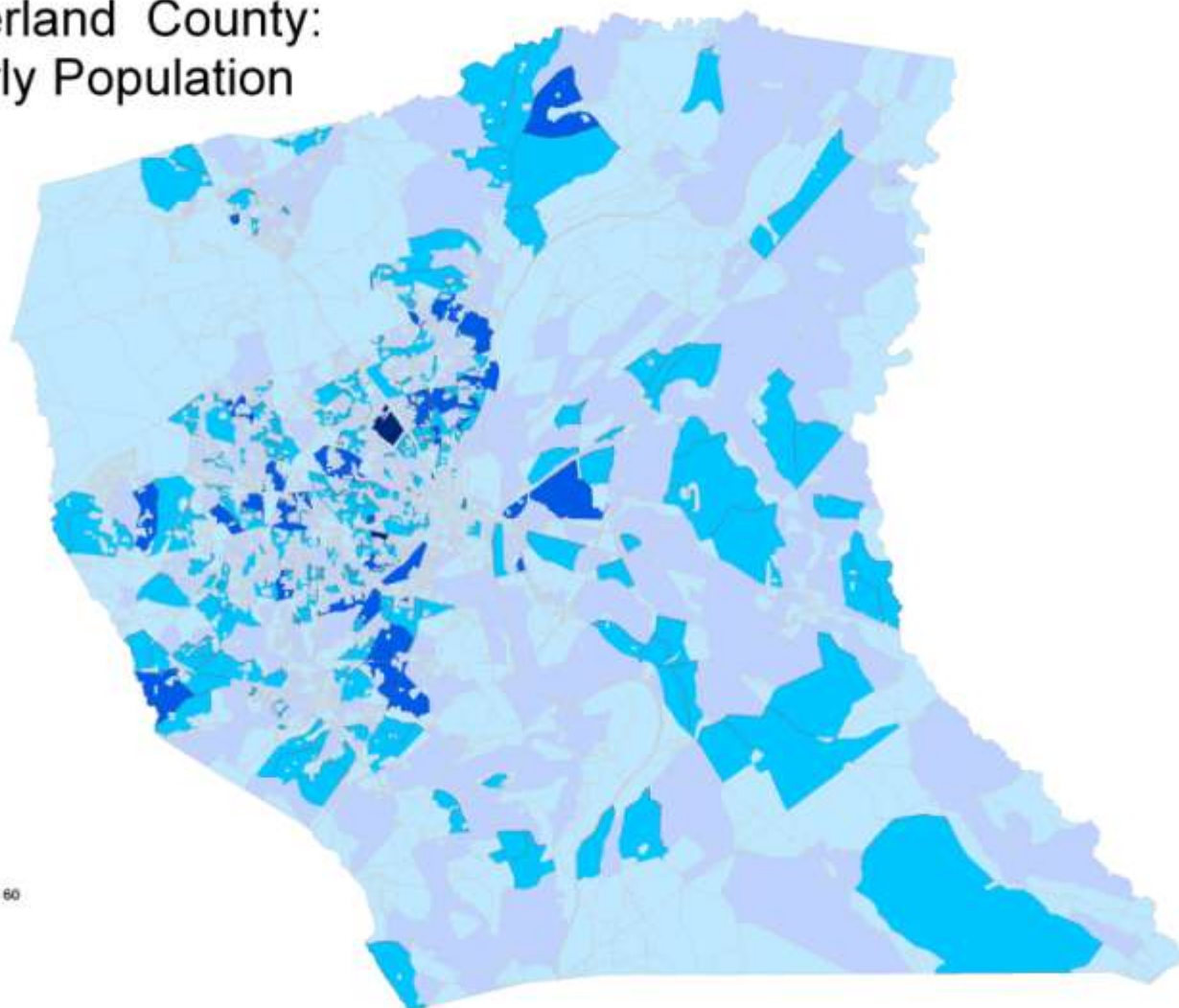


Cumberland County: Elderly Population



Legend
Census 2000 (P12)
Population Over Age 60

| |
|-----------|
| 0 - 7 |
| 8 - 23 |
| 24 - 55 |
| 56 - 148 |
| 149 - 318 |

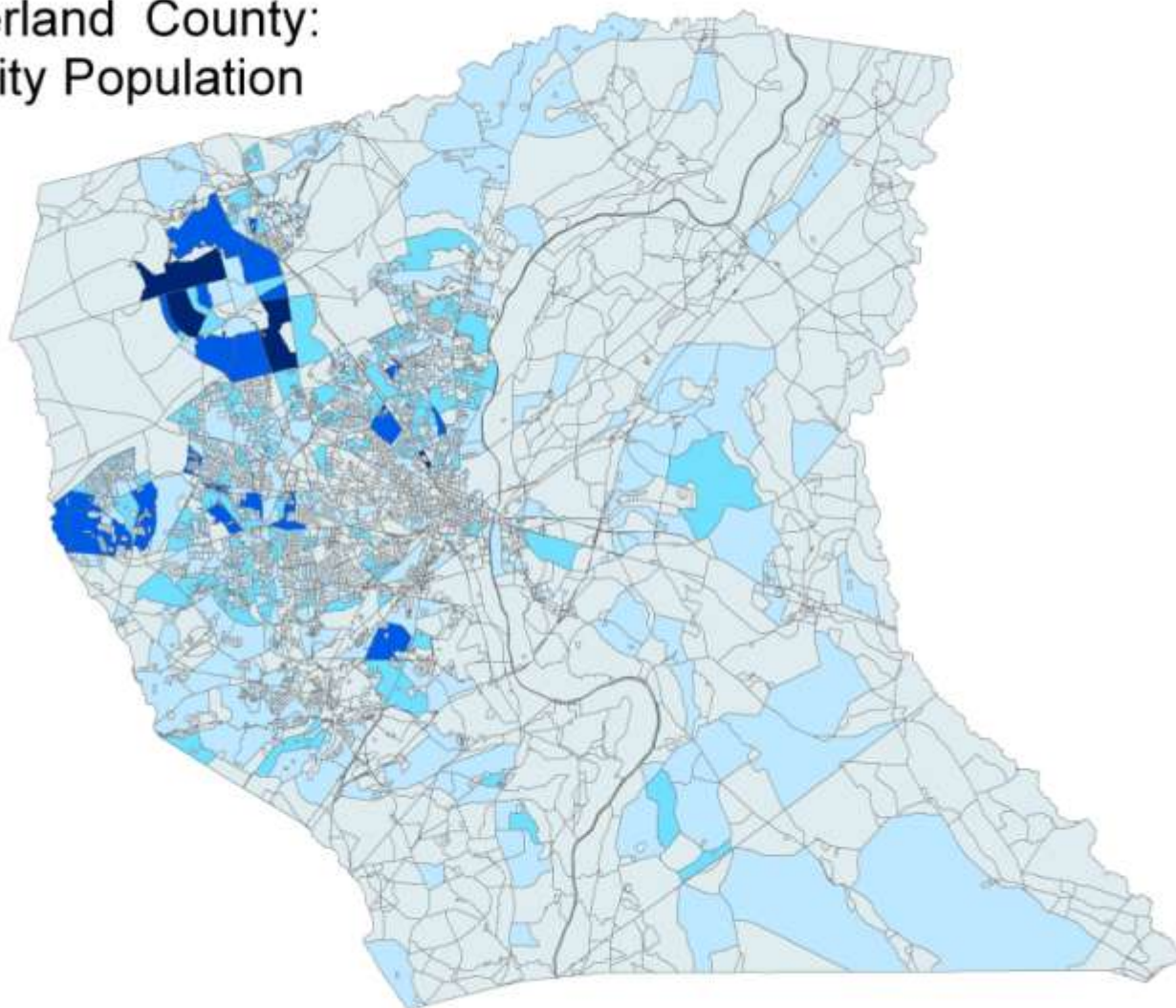


Cumberland County: Minority Population

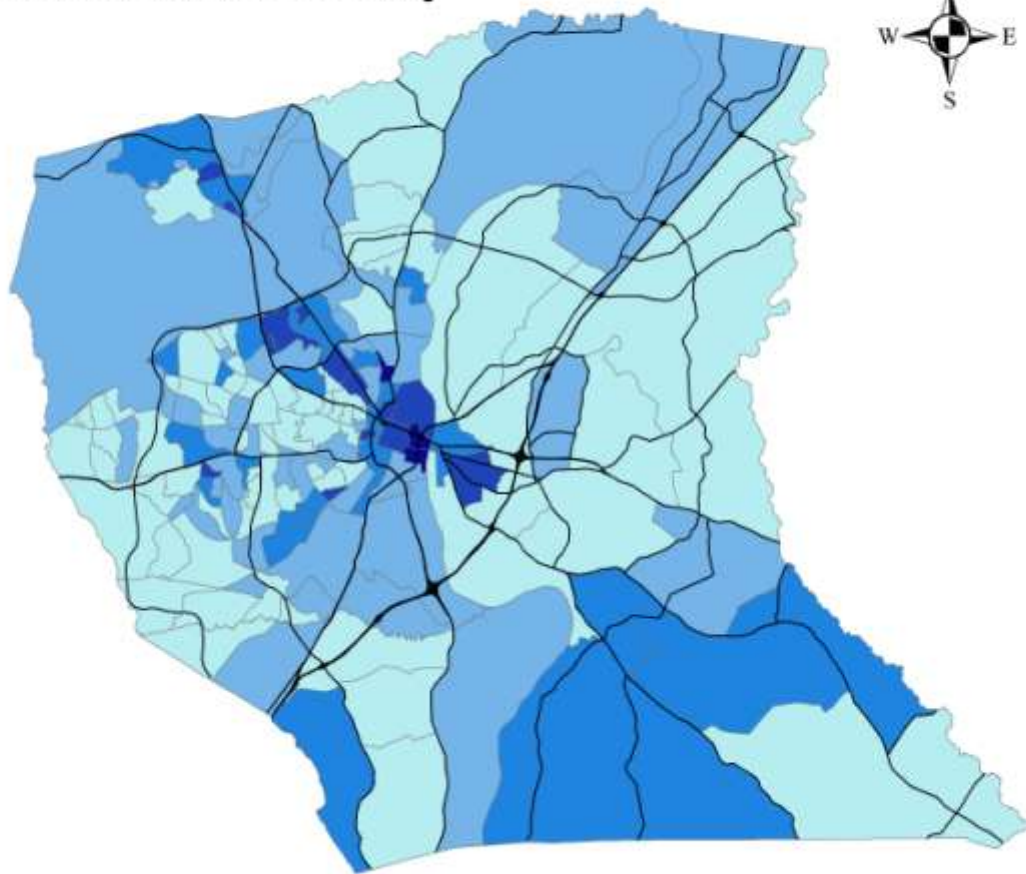


Legend

Census 2000 (P7)
Minority Population



Cumberland County



City of Fayetteville

Legend

Census

Percentage At Poverty & Below

0.00 - 0.07

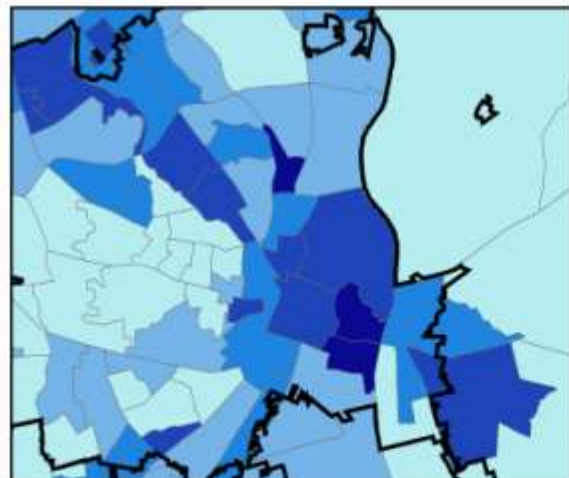
0.08 - 0.15

0.16 - 0.29

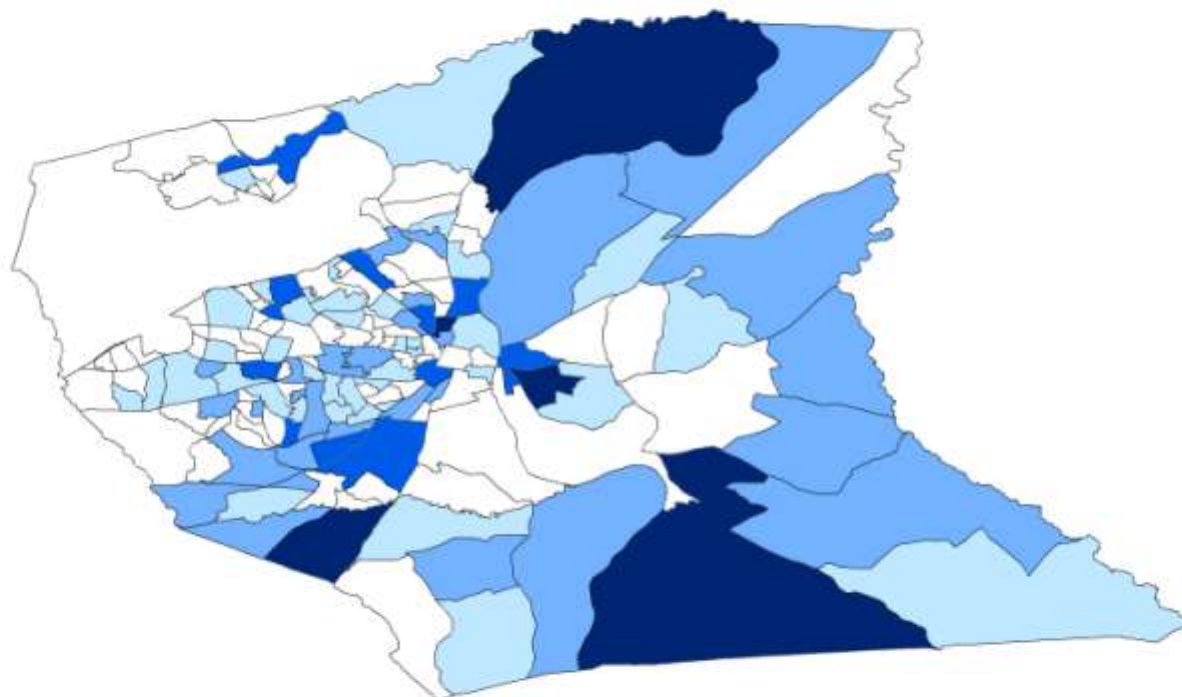
0.30 - 0.49

0.50 - 0.75

cumbmjrh wys



Cumberland County: Vehicle Availability



Legend

Census 2000

Household with No Vehicle

- 0 - 9
- 10 - 20
- 21 - 33
- 34 - 48
- 49 - 69

V. Harnett County

PUBLIC WORKSHOP TO DISCUSS AND IDENTIFY *PUBLIC TRANSPORTATION NEEDS IN HARNETT COUNTY*

The public is invited to attend a **Harnett County workshop to address transportation needs** for the transportation disadvantaged. This workshop will help identify the specific transportation needs for individuals with disabilities, older adults and persons with low incomes in order to improve the coordination of transportation services and increase the efficient use of public resources. The findings will be developed into a “Locally Coordinated Human Services Transportation Plan” for the four counties in the Mid-Carolina Transportation Planning Organization area (Bladen, Cumberland, Harnett and Sampson Counties).

DATE: Thursday, February 26, 2009
TIME: 9:00 a.m. to 1:00 p.m.
PLACE: Harnett County Cooperative Extension
126 Alexander Dr, Suite 300
Lillington, NC

This workshop is being hosted by the Mid-Carolina Rural Transportation Planning Organization, in cooperation with Harnett County and the North Carolina Department of Transportation Public Transportation Division.

For additional information, contact Joel Strickland at the Mid-Carolina Council of Governments at jstrickland@mccog.org or (910) 323-4191 extension 34.

HARNETT COUNTY ATTENDANCE

Tommy Burns, Town of Lillington
Phyllis Clayton, Harnett Production Enterprises
Lisa Childers, NC Cooperative Extension
Christine Clinton, Harnett Workforce Development/Joblink
Yvette German, Mid-Carolina Workforce Development Board
Patricia Hite, Johnston County Industries
Dianne Johnson, Town of Lillington
Steve Neuschafer, City of Dunn
Tamra Shaw, NCDOT Public Transportation
Bryan Thompson, Town of Erwin
Ralph Thurman, Harnett Area Rural Transit System
Carolyn Tracy, Mid-Carolina Area Agency on Aging
Vicky Walden, Harnett County Department on Aging
Dionne White, Harnett Area Rural Transit System
Pamela Williams, Think Smart Outreach Center

HARNETT COUNTY HUMAN SERVICE TRANSPORTATION NEEDS

The priority levels below are based on the amount of votes each need received at the workshop. The vote total is listed beside need in parenthesis.

High Priority Needs:

Transportation for community colleges and medical clinics after hours (12)
Transportation needed for youths during the summer (7)
More marketing geared toward the elderly and individuals in the western portions of the county (7)
Increased education and marketing for low-income and poverty individuals (7)
Fixed route transportation connecting Dunn and Lillington (7)

Medium Priority Needs:

Door to door transportation for the disabled (6)
Increased marketing countywide targeting low income, elderly, and disabled individuals (6)
Employment transportation out of the county (3)

Low Priority Needs:

Education on how to ride the HARTS system (2)
General public transportation for all citizens of Harnett County (2)
Training for the riders on what the HARTS system can and cannot do (1)
Transportation to the new hospital in Lillington (1)
Larger vehicles to increase capacity (1)
Transportation to stops and pick-up locations (1)
Lack of available scheduling times (0)
More vans available for seniors recreational transportation trips (0)
Limitations on funding limiting who can ride with certain programs (0)
Vans with more than just two wheelchair spaces (0)
Better mapping information for drivers (0)
Bilingual marketing (0)

HARNETT COUNTY HUMAN SERVICE TRANSPORTATION POTENTIAL STRATEGIES OF IMPROVEMENT

1. Establish a directory of transportation providers and users based on individuals needs.
2. Purchase and install Global Positioning Systems (GPS) units on public transportation vehicles.
3. Create new marketing material geared toward the elderly, disabled, and low income.
4. Establish a means of coordination between all transportation providers to assist users with their scheduling needs.
5. Establish more workshops and educational opportunities for transportation providers, users, and coordinating agencies.

HARNETT COUNTY HUMAN SERVICE TRANSPORTATION SURVEY RESULTS

A total of thirteen (13) persons participated in the survey. The score for each survey topic is listed to the right of the topic in red. The highest score possible was 52.

Service Related:

- There is not enough public transportation service available (39)
- There needs to be extended service hours (35)
- There needs to be extended weekend and night service (33)
- There needs to be extended serviced focusing on employment type trips (37)
- There is a need to increase service to fill gaps in underserved area (38)
- There is a need for coordination between transportation providers to provide inter-county trips (37)
- There is a need for a public transportation service to focus specifically on providing employment trips (25)
- There is a need for a public transportation service to focus specifically on providing shopping and recreation trips (34)
- Too much advance planning is required in order to get transportation (28)
- There is a need for increased/improved door to door service for the elderly and disabled population (36)

Education & Marketing/Customer Service:

- There is a need for education on available services, programs and eligibility requirements (38)
- There are communication issues I.e. language barriers, non existent web-site or difficult to find/use, inconsistent information provided (30)
- There needs to be advertising of the various services to the elderly, low income, and general public (35)
- There is a need to market/increase participation on the Transportation Advisory Board (TAB) (34)

Agency Related:

- There is a need for sustained support for coordinated transportation planning among elected officials, agency administrators, transportation providers and other community leaders (36)
- Service providers need to be more "consumer friendly" (30)
- There is a need for users to have the option to make reservations for service after business hours (32)
- Agency staffing is too small to handle the number and complexity of issues that arise (33)

CURRENT HARNETT COUNTY SYSTEM

Harnett County: HARTS

Harnett Area Rural Transportation System

SUBSCRIPTION ROUTES

| Service Routes 5 days a week – Monday through Friday Operating Hours: 6:30 a.m. to 6 p.m. | |
|--|---|
| FARE | ROUTE NAME & DESCRIPTION |
| * | Route 1 – Dunn/Erwin |
| * | Route 2 – Dunn/Erwin |
| * | Route 3 – Dunn/Erwin |
| | Route 4 – Western Harnett (Johnsonville/Cameron/Anderson Creek) |
| | Route 5 – Lillington/Angier/Coats & Duncan |
| | Route 6 – Lillington/Bunnlevel & Erwin |
| * | Route 7 – Lillington/Bunnlevel & Anderson Creek |
| * | Route 8 – Lillington/Mamers & Broadway Area |
| * | Route 9 – Buies Creek/Coats & Angier |

*The servicing agency reimburse for some designated passenger fares while other fares are funded by the local government.

| Dialysis Routes 5 days a week – Monday through Friday Operating Hours: 4 a.m. to 6 p.m. | |
|--|---|
| FARE | ROUTE NAME & DESCRIPTION |
| | Dialysis Routes for Dunn, Sanford & Fuquay Kidney Centers |
| * | Route 21 – Angier/Lillington/Dunn & Erwin |
| * | Route 22 – Angier/Lillington/Dunn & Erwin |
| * | Route 23 – Sanford/Broadway/Lillington/Johnsonville/Spout Springs & Cameron |

*Dialysis routes are funded through Social Services Medicaid, Council on Aging Medical & EDTAP funds.

| Cerebral Palsy Routes 5 days a week – Monday through Friday Operating Hours: 7:30 a.m. to 4 p.m. | |
|---|---|
| FARE | ROUTE NAME & DESCRIPTION |
| | Passengers are transported from designated pickup points in Harnett County and taken to the servicing agency in Lee County. |
| * | Route 24 – Lillington/Bunnlevel & Spring Lake |

*Routes are funded through Council on Aging and the EDTAP grant program. Passengers are not charged individual fares.

| Nutrition Routes | |
|--|--|
| Routes are run during midday Monday – Friday for some Centers and only three days for others. Johnsonville: Monday – Friday Erwin Site: Monday – Friday Anderson Creek: Tuesday – Thursday Dunn: Monday - Friday | |

| Mental Health Routes | |
|---|---|
| 2 to 3 days a week Operating Hours: 6:30 a.m. to 4 p.m. | |
| FARE | ROUTE NAME & DESCRIPTION |
| * | Route 11 – Dunn/Erwin & Coats (Monday, Wednesday & Friday) |
| * | Route 14 – Lillington/Bunnlevel & Broadway (Tuesday & Thursday) |
| | Route 15 Lillington/Erwin (Thursday) |

*Routes are funded through Social Services. Passengers are not charged individual fares.

| Demand Response Routes |
|---|
| <p>Routes by Demand only, 5 days a week</p> <p>Primarily Serve Human Resource Agencies, i.e., Health Department & Social Services.</p> <p>Passenger's Fare for agencies are \$1.10 per vehicle mile</p> |

| Deviated Fixed-Route and Dial a Ride (DaR) Routes |
|---|
| <p>Red Route – Deviated Fixed Route operate on the eastern side of the county and passengers must be at the designated stop and pay \$2.00 fare for a one-way trip. Route circulates from Lillington, Angier, Coats, Erwin, and Dunn</p> <p>DaR Services Provided based upon Availability. If Vehicle is Already in The Vicinity or Scheduled to be in the Area, Transportation Will Be Provided. Passenger's Fare \$2.00 per one-way trip.</p> |

Fleet Description (Types of Vehicles, Capacity and Special Accessories):

The County's 16-vehicle fleet includes:

- Two Cut-a-ways (24-Passenger Buses and One 18-Passenger Bus) Lift Equipped
- 14 Center Isle Vans (14 Passenger)
- 4 Mini Vans (7 Passenger)

Overall Hours of Operation:

4:00 a.m. to 6:30 p.m. Monday through Saturday

Contact Information:

Harnett Area Rural Transit System (HARTS)

P.O. Box 940

Lillington, NC 27546-0940

Tel. (910) 814-4018 or 814-4019; fax (910) 814-4020

Email – rthurman@harnett.org

2000 Census Characteristics:

Population: 91,025

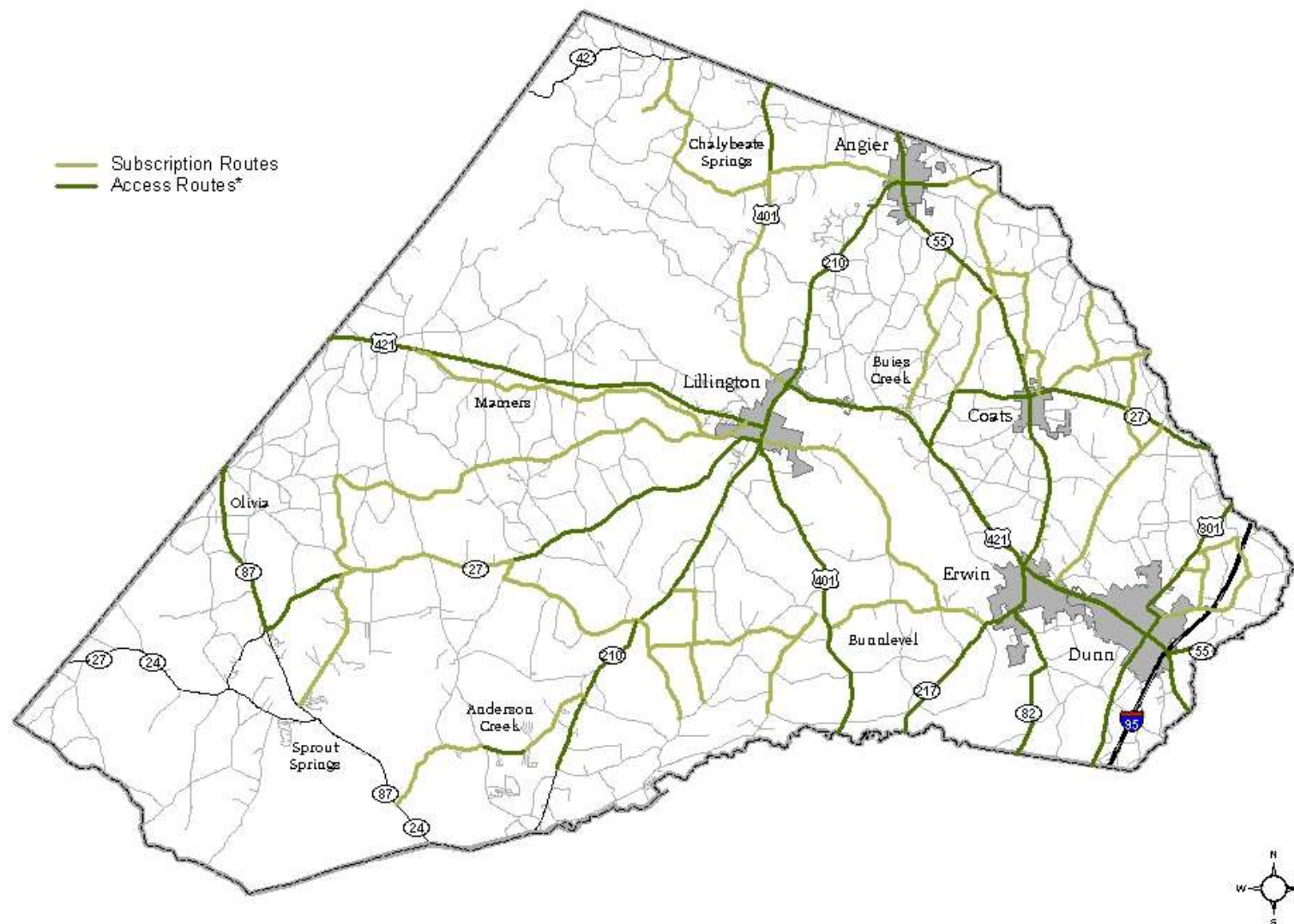
Persons per Square Mile: 153

Land Area: 595 square miles

Rural: 60,215 or 67%

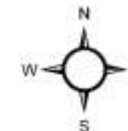
Urban: 30,810 or 33%

HARNETT COUNTY PUBLIC TRANSPORTATION ROUTES



* Access routes are major highways used to access subscription routes.

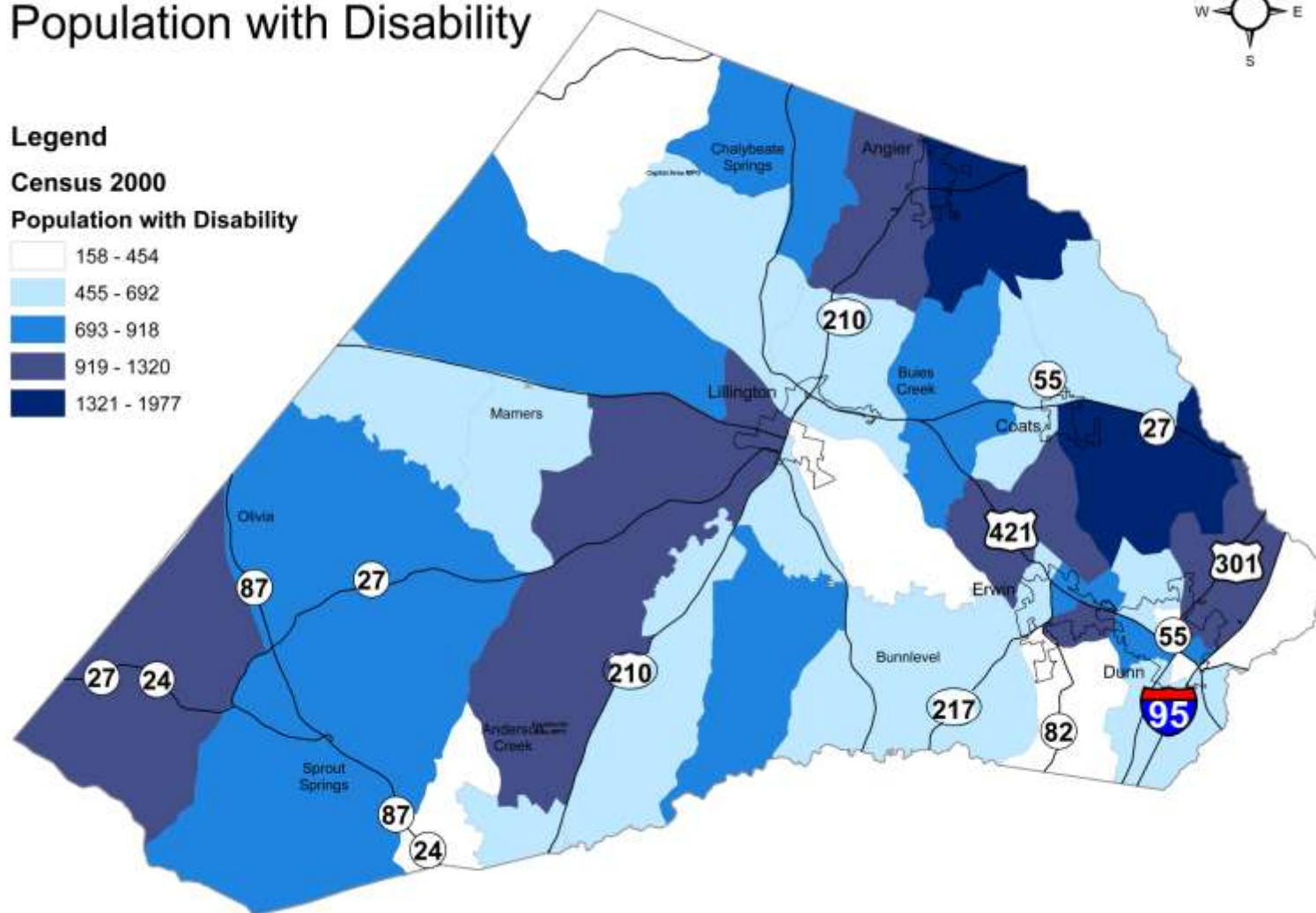
Harnett County Population with Disability



Legend

Census 2000

Population with Disability



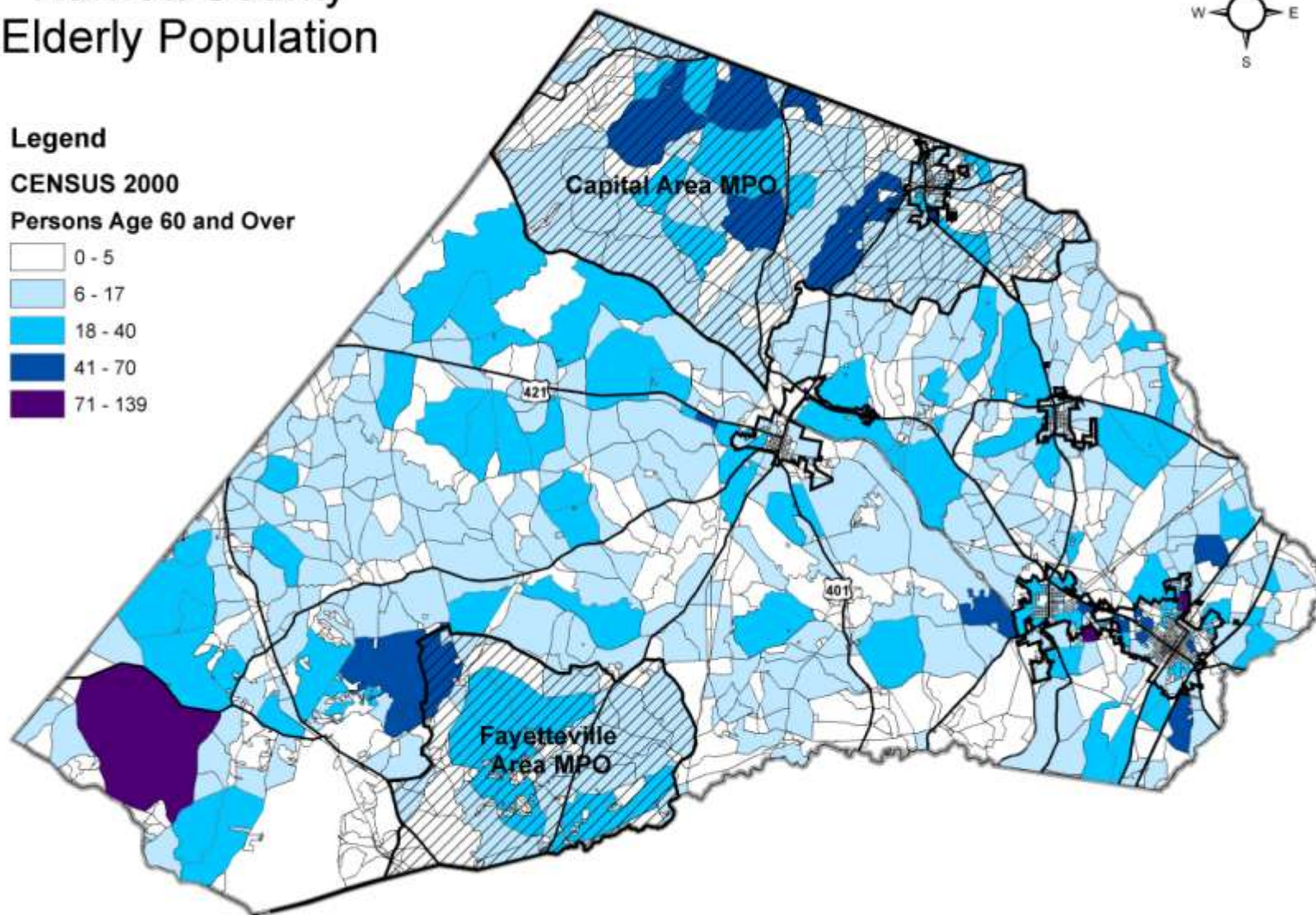
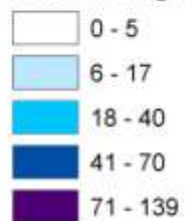
Harnett County Elderly Population



Legend

CENSUS 2000

Persons Age 60 and Over



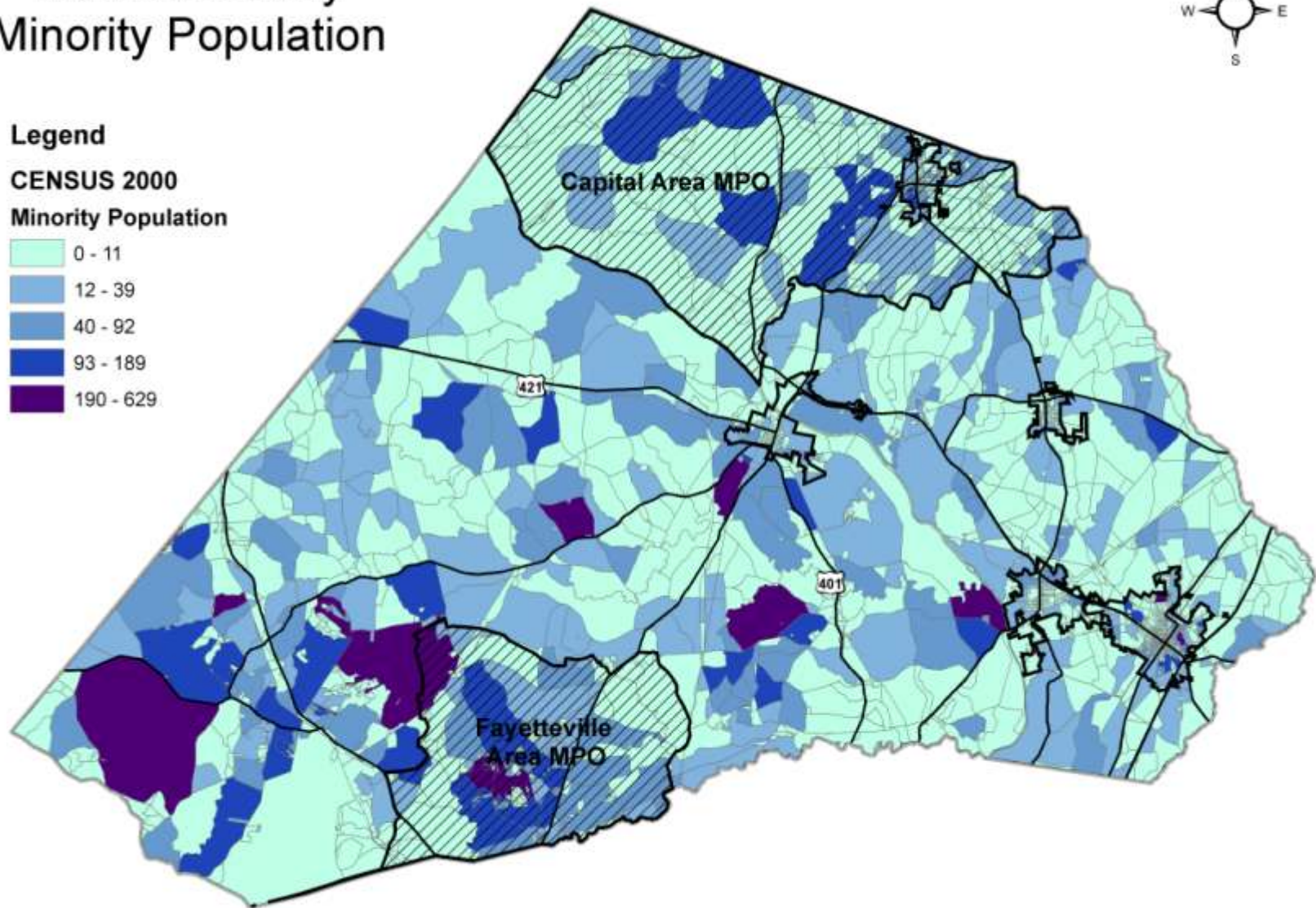
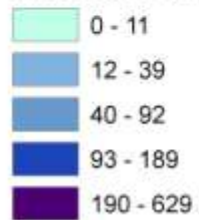
Harnett County Minority Population



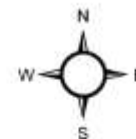
Legend

CENSUS 2000

Minority Population



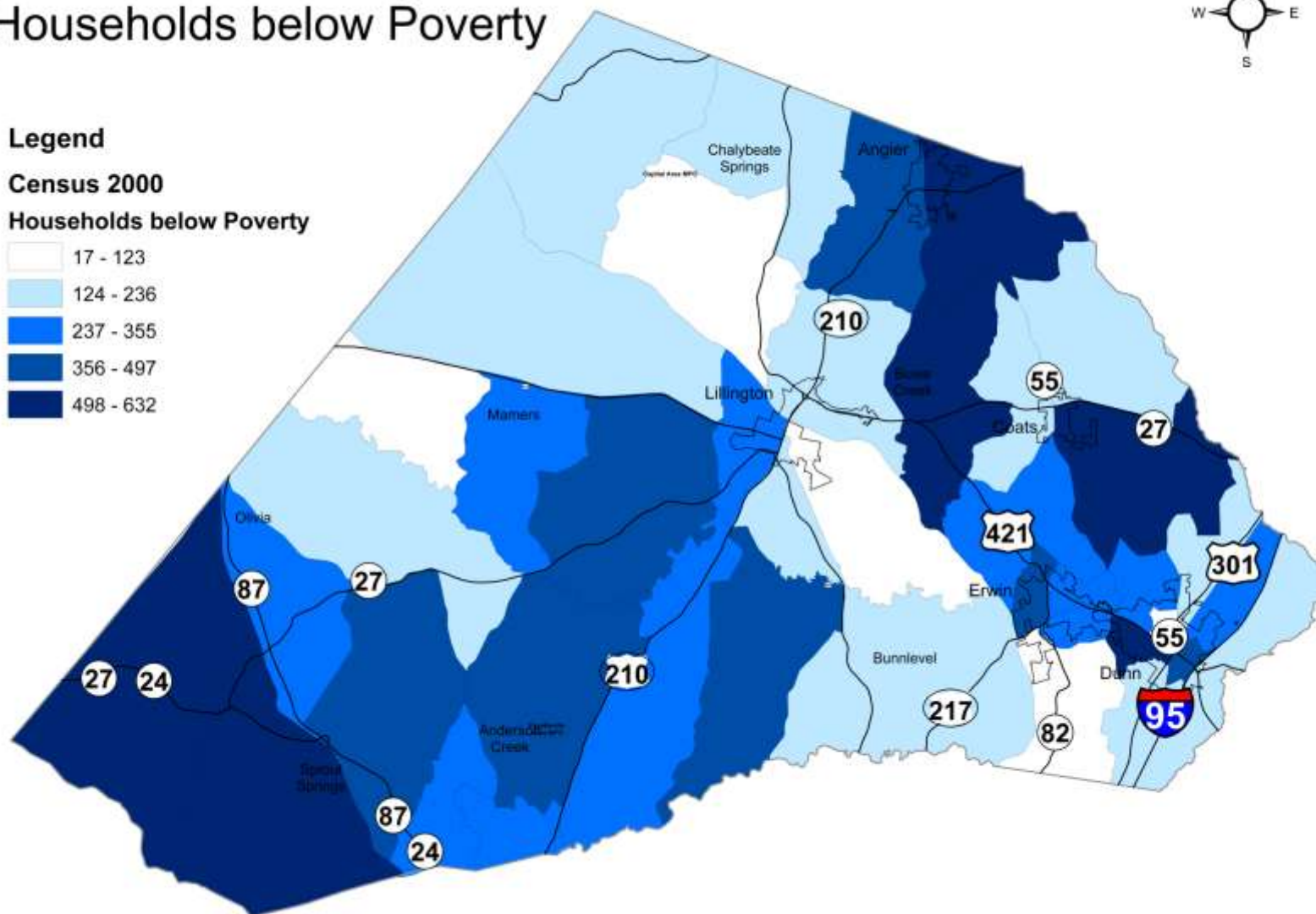
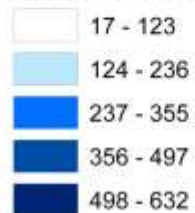
Harnett County Households below Poverty



Legend

Census 2000

Households below Poverty



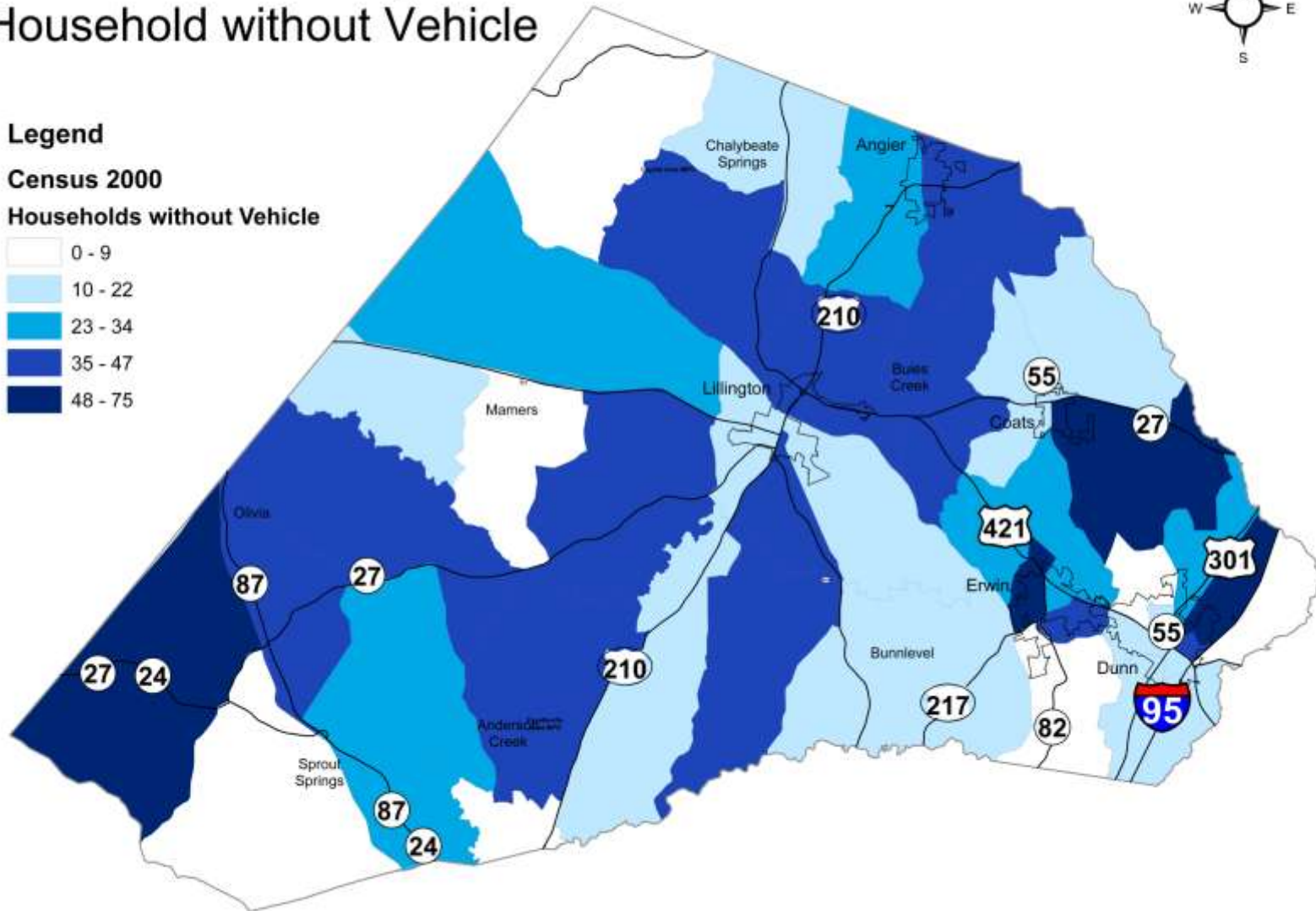
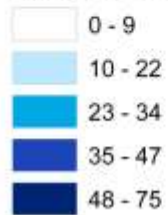
Harnett County Household without Vehicle



Legend

Census 2000

Households without Vehicle



VI. Sampson County

PUBLIC WORKSHOP TO DISCUSS AND IDENTIFY *PUBLIC TRANSPORTATION NEEDS IN SAMPSON COUNTY*

The public is invited to attend a **Sampson County workshop to address transportation needs** for the transportation disadvantaged. This workshop will help identify the specific transportation needs for individuals with disabilities, older adults and persons with low incomes in order to improve the coordination of transportation services and increase the efficient use of public resources. The findings will be developed into a “Locally Coordinated Human Services Transportation Plan” for the four counties in the Mid-Carolina Transportation Planning Organization area (Bladen, Cumberland, Harnett and Sampson Counties).

DATE: Thursday, February 12, 2009
TIME: 9:00 a.m. to 1:00 p.m.
PLACE: Sampson County Health Department
360 County Complex Road
Clinton, NC

This workshop is being hosted by the Mid-Carolina Rural Transportation Planning Organization, in cooperation with the Sampson County Department of Aging, and the North Carolina Department of Transportation Public Transportation Division.

For additional information, contact Joel Strickland at the Mid-Carolina Council of Governments at jstrickland@mccog.org or (910) 323-4191 extension 34.

SAMPSON COUNTY WORKSHOP ATTENDANCE

Timothy Boykin, Clinton Recreation and Parks Department
Todd Daughy, Sampson Area Transportation
Peggy Davis, Sampson County Joblink, Employment Security Commission
Annie Fennell, Sampson County Health Department
Yvette German, Mid-Carolina Council of Governments – Workforce Development
Venessia Hill, Eastpointe Mental Health
Tamra Jones, Sampson County Parks and Recreation
Gail Lamb, Sampson County Health Department
Brenda Potter, Clinton Recreation and Parks Department
Tamra Shaw, NCDOT Public Transportation
Lorie Sutton, Sampson County Department of Aging

SAMPSON COUNTY HUMAN SERVICE TRANSPORTATION NEEDS

The priority levels below are based on the amount of votes each need received at the workshop. The vote total is listed beside need in parenthesis.

High Priority Needs:

Transportation to special events and recreation opportunities for all citizens (8)
More transportation to Chapel Hill, Duke, Fayetteville, and Greenville for medical appointments (8)
Transportation after hours for community college classes and employment (7)
Services for youth activities and transportation to and from recreation facilities (7)

Medium Priority Needs:

Transportation for crisis situations that are not emergencies (4)
Limited out-of-county trips due to funding (4)
Marketing and education for the elderly community (3)
More transportation for the Latino population (3)

Low Priority Needs:

Marketing using new technologies (2)
Lack of designated vehicles for seniors – conflicts with other services (2)
Education and marketing expansion to non-English speaking individuals (2)
Transportation to employment offices and agencies (2)
Coordination with connecting counties (2)
Transportation to out-of-county work centers such as Fayetteville, Raleigh, and Dunn (2)
Fixed-route system of transportation (1)
Language barriers (1)
Service from out-lying portions of the county to special events (1)
Overnight transportation (1)
Transportation to Smithfield Packing Company in Clinton and Tar Heel (0)

SAMPSON COUNTY HUMAN SERVICE TRANSPORTATION POTENTIAL STRATEGIES OF IMPROVEMENT

1. Start marketing through churches to include their bulletins.
2. Develop a flyer listing and explaining the services provided.
3. Create an instructional and marketing video that could air on cable TV and in movie theatres.
4. Increase advertising using radio and newspaper media.
5. Participate in more special events promoting public transportation.
6. Enhance the current means of marketing communication to include emails, texts, and Telebox.
7. Translate all marketing and education material to Spanish.

SAMPSON COUNTY HUMAN SERVICE TRANSPORTATION SURVEY RESULTS

A total of ten (10) persons participated in the survey. The score for each survey topic is listed to the right of the topic in red. The highest score possible was 40.

Service Related:

- There is not enough public transportation service available (38)
- There needs to be extended service hours (35)
- There needs to be extended weekend and night service (30)
- There needs to be extended serviced focusing on employment type trips (33)
- There is a need to increase service to fill gaps in underserved area (34)
- There is a need for coordination between transportation providers to provide inter-county trips (32)
- There is a need for a public transportation service to focus specifically on providing employment trips (34)
- There is a need for a public transportation service to focus specifically on providing shopping and recreation trips (29)
- Too much advance planning is required in order to get transportation (31)
- There is a need for increased/improved door to door service for the elderly and disabled population (33)

Education & Marketing/Customer Service:

- There is a need for education on available services, programs and eligibility requirements (35)
- There are communication issues I.e. language barriers, non existent web-site or difficult to find/use, inconsistent information provided (32)
- There needs to be advertising of the various services to the elderly, low income and general public (36)
- There is a need to market/increase participation on the Transportation Advisory Board (TAB) (33)

Agency Related:

- There is a need for sustained support for coordinated transportation planning among elected officials, agency administrators, transportation providers and other community leaders (36)
- Service providers need to be more "consumer friendly" (30)
- There is a need for users to have the option to make reservations for service after business hours (34)
- Agency staffing is too small to handle the number and complexity of issues that arise (35)

Other Comments:

- Agency is doing an outstanding job however they need more vehicles and manpower!
- People in crisis (not emergency) such as someone needing to go to doctor because they woke up sick or a mental health client needing to go to therapist. Sometimes this can't be scheduled the next day.
- More funding for KO - Extended hours
- Out of county medical a big need - hard to meet.
- Sampson Co is the largest land county in NC. With such a big county, handling a lot of different requests throughout the county is very difficult. We get a lot of medical requests which we handle as a first priority, also our disabled population.
- "Emergency" transportation for when someone needs to go to the doctor on the same day. If we could offer transportation rather than someone needing to call an ambulance

Other Comments Continued:

- to go to the emergency room rather than a doctors office. Routine transportation such as bus service with regular stops.
 - Many of the participants enrolled in the WIA programs experience a lot of issues with transportation. Many times they do not have reliable transportation and cannot attend school or look for employment.
 - Youth do not have a means to attend planned activities.
- Often times case managers have to make home visits or have to provide transportation to events.

Desired Results from the Plan:

- A better transportation service that will serve more people in the community
- More efficient ways to accomplish all the needs there are to be met & gain ideas to move towards gaining grant funds.
- Awareness of the problems transportation faces. Ideas to meet some of the needs
- Goals/Ideas on how to better coordinate between agencies
- More public transportation service/ extended service hours. More focus on employment/education type trips. Less advance planning in order to receive service.
- More opportunities for our senior groups to participate in shopping trips, outings, senior games (all parts) and other activities.
- Better transportation resources for the citizens of Sampson County.

Current Sampson County System

Sampson Area Transportation

SUBSCRIPTION ROUTES

| Dialysis Routes 5 days a week – Monday through Friday Operating Hours: 9 a.m. to 4 p.m. | |
|--|--|
| FARE | ROUTE NAME & DESCRIPTION |
| * | Routes 71,72,73,74,75,76,77,78,79,80,81,82,83,84,85,86,87,88 |

*Dialysis routes are funded through Elderly & Disabled ROAP funds. Passengers are not charged individual fares.

| Nutrition Routes 4 to 5 days a week Operating Hours: 8 a.m. to 12 p.m. | |
|---|----------------------------------|
| FARE | ROUTE NAME & DESCRIPTION |
| * | Route 202, 203 & 221 - Garland |
| * | Route 200,201 & 222 – Clement |
| * | Route 208, 209 & 223 – Westbrook |
| * | Route 206, 207 & 225 – Roseboro |
| * | Route 210 & 211 – Harrells |
| * | Route 204, 205 & 227 – Clinton |

| | |
|---|---|
| * | Route 212 & 213 – Coharie Intra Tribal Area |
|---|---|

*Routes are funded through Mid-Carolina AAA. Passengers are not charged individual fares.

Mental Health Routes

5 days a week - Monday thru Friday

Operating Hours: 6:30 a.m. to 4 p.m.

| FARE | ROUTE NAME & DESCRIPTION |
|------|--|
| * | Route 5002, 5003, 5004, 5005, 5006, 5007, 5008, 5009 (Opportunities Unlimited) |
| * | Route 5010, 5011 & 5020 – Mayflower House |

*Routes are funded through Duplin-Sampson Mental Health. Passengers are not charged individual fares.

Adult Day Health Care Routes

5 days a week - Monday thru Friday

Operating Hours: 8 a.m. to 3 p.m.

| FARE | ROUTE NAME & DESCRIPTION |
|------|--|
| * | Route 51, 52, 53, 54, 55 & 56 (Serves Adult Day Health Care Clients) |
| * | Route 5010, 5011 & 5020 – Mayflower House |

*Routes are funded through Mid-Carolina AAA. Passengers are not charged individual fares.

Dial & Ride Routes

For use by the General Public, 5 days a week

Services generally provided between the hours of 9 a.m. and 1 p.m.

Passenger's Fare is \$3.00

Fleet Description (Types of Vehicles, Capacity and Special Accessories):

The County's 30-vehicle fleet includes:

- Twenty-four Vans
- Two Mini-Buses
- Three Mini-Vans
- One Activity Bus

(Seven vans and one mini-bus are equipped with a wheelchair lift.)

Overall Hours of Operation: 7:00 a.m. to 5:00 p.m. Monday through Friday

Contact Information:

Sampson Area Transportation (SAT)

311 County Complex Road

Clinton, NC 28328

Tel. (910) 299-0127; fax (910) 2990973

Email – satcoord@intrstar.net

2000 Census Characteristics:

Population: 60,161

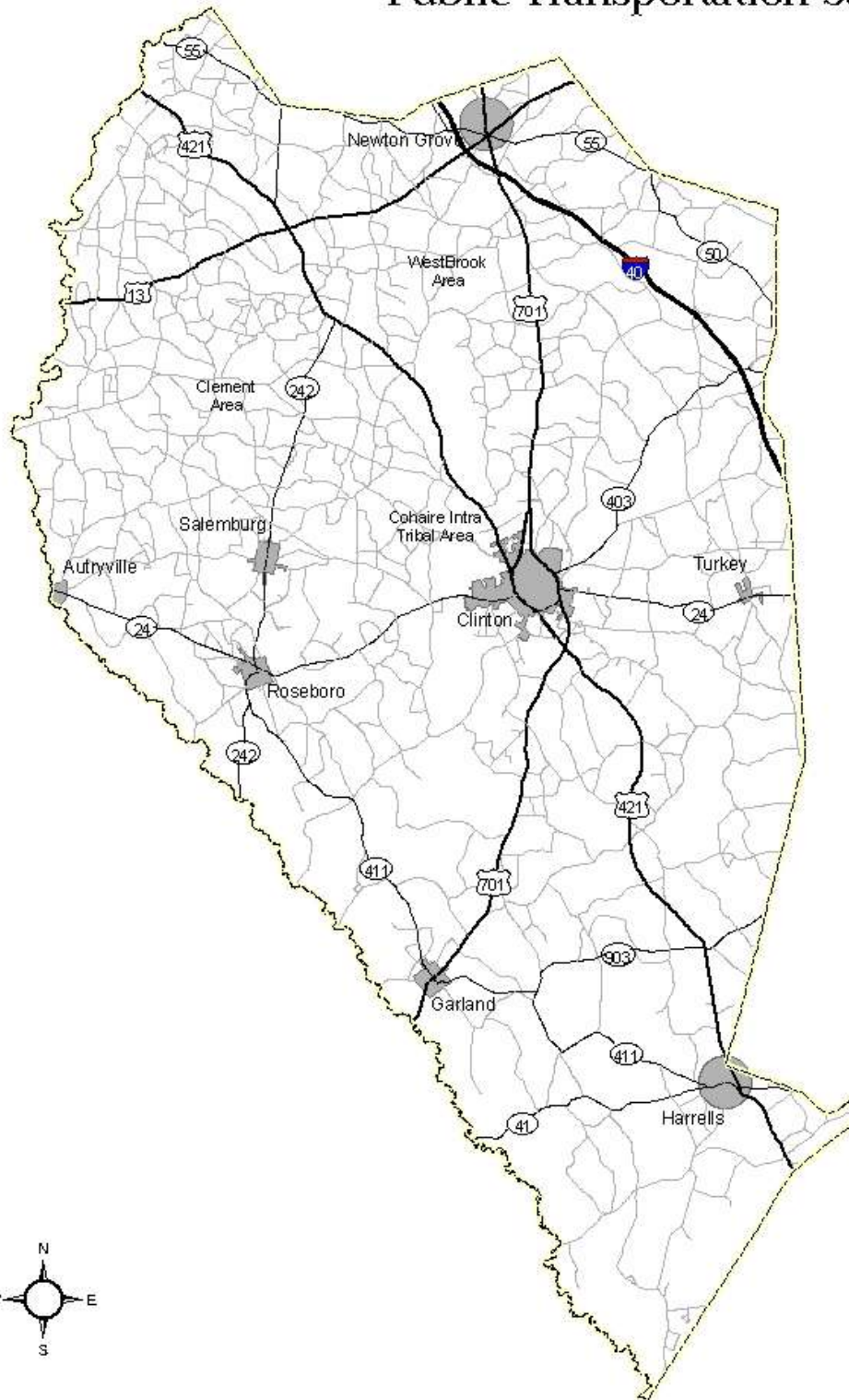
Persons per Square Mile: 63.6

Land Area: 945 square miles

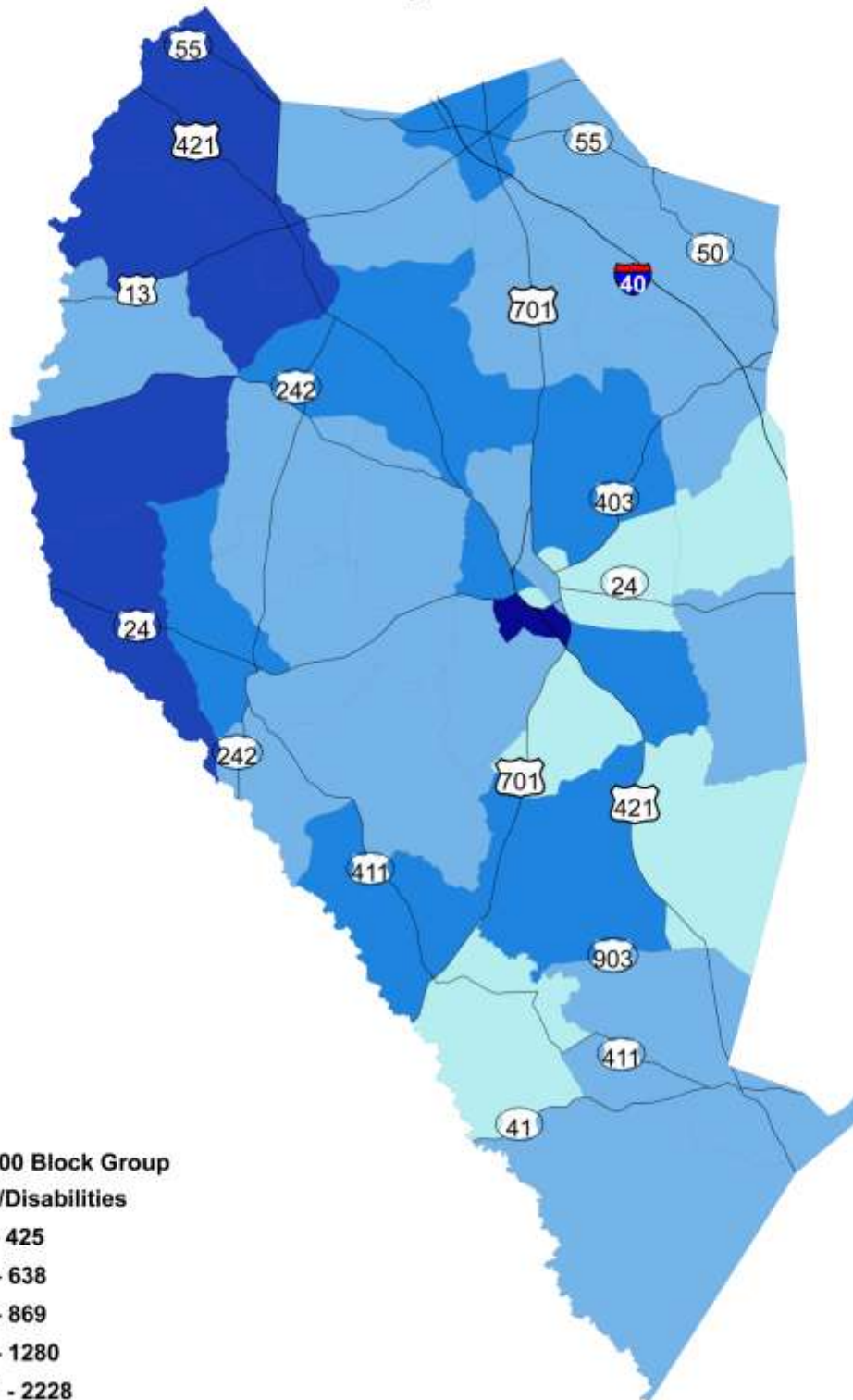
Rural: 51,254 or 85%

Urban: 8,907 or 15%

Sampson County Public Transportation Service Area



Sampson County: Disability



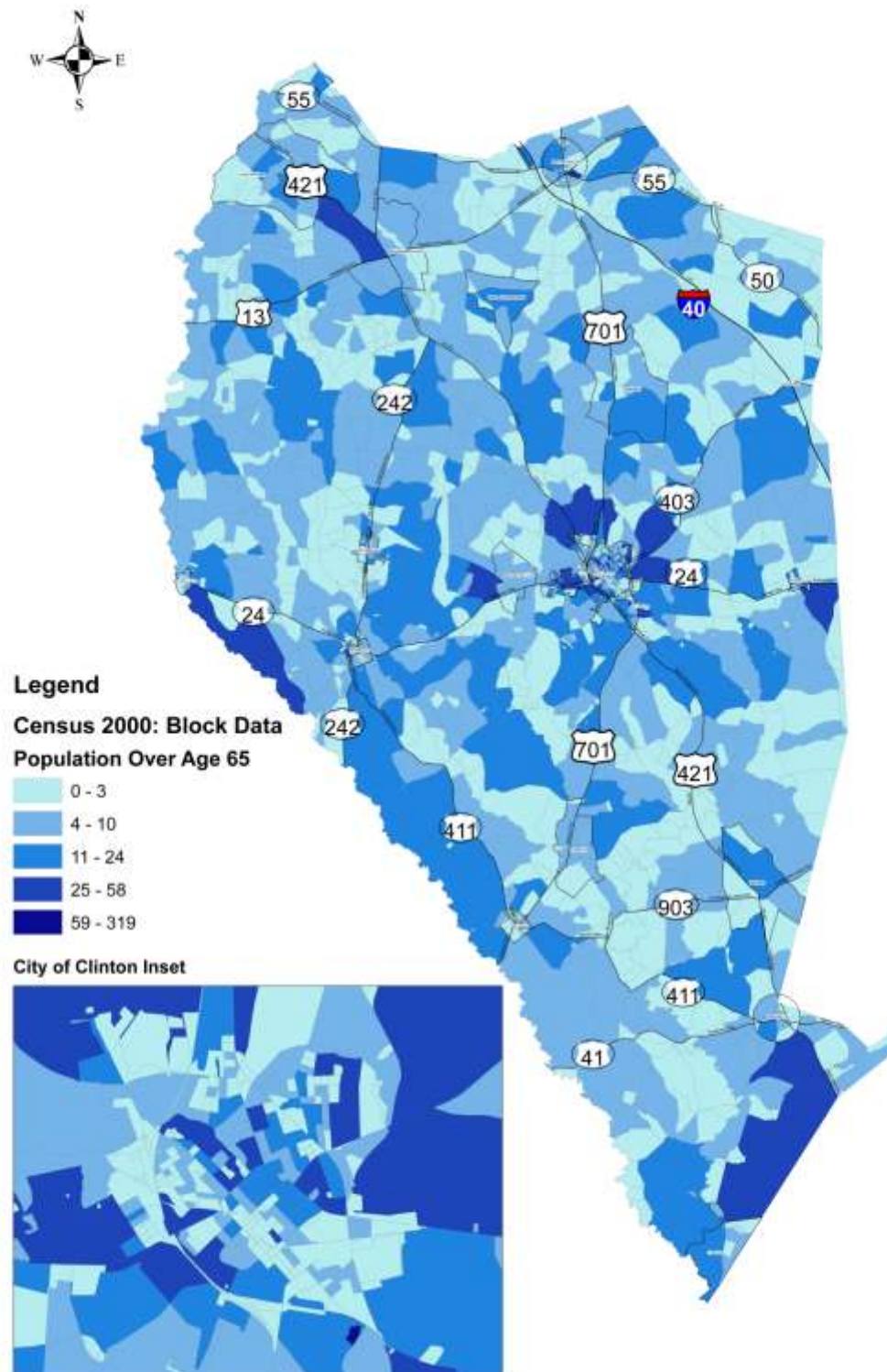
Legend

Census 2000 Block Group
Persons w/Disabilities



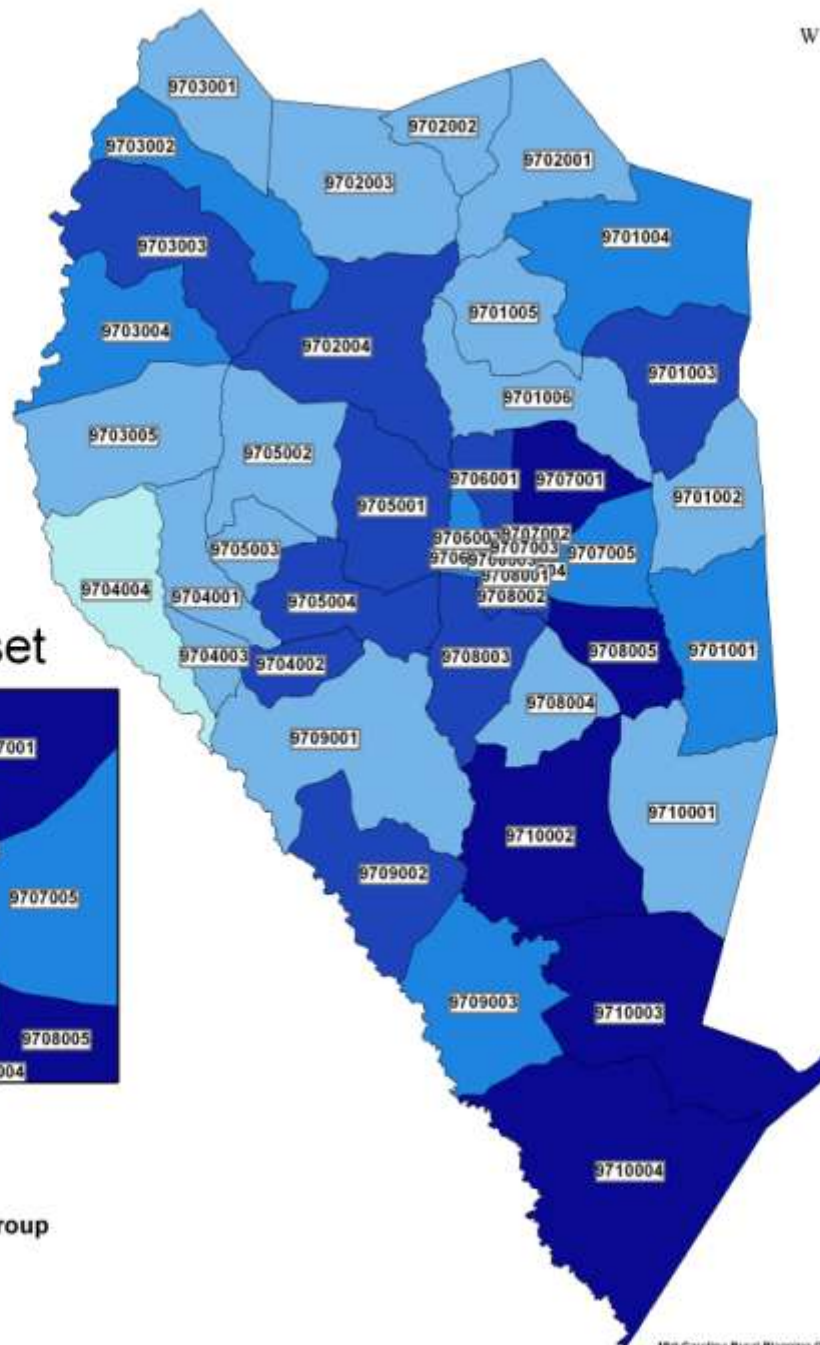
Source: Census 2000 SF3 Table P41 Disabilities Civilian Noninstitutionalized

Sampson County:: Population over Age 65

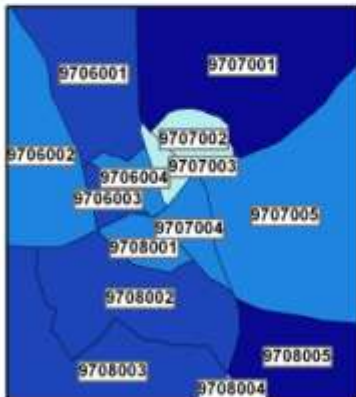


Source: Census 200 Table P12 Sex by Age SF1

Sampson County Census: Minority Population (2000)

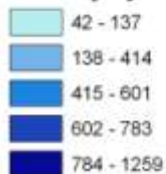


Clinton Inset



Legend

Minority by Block Group



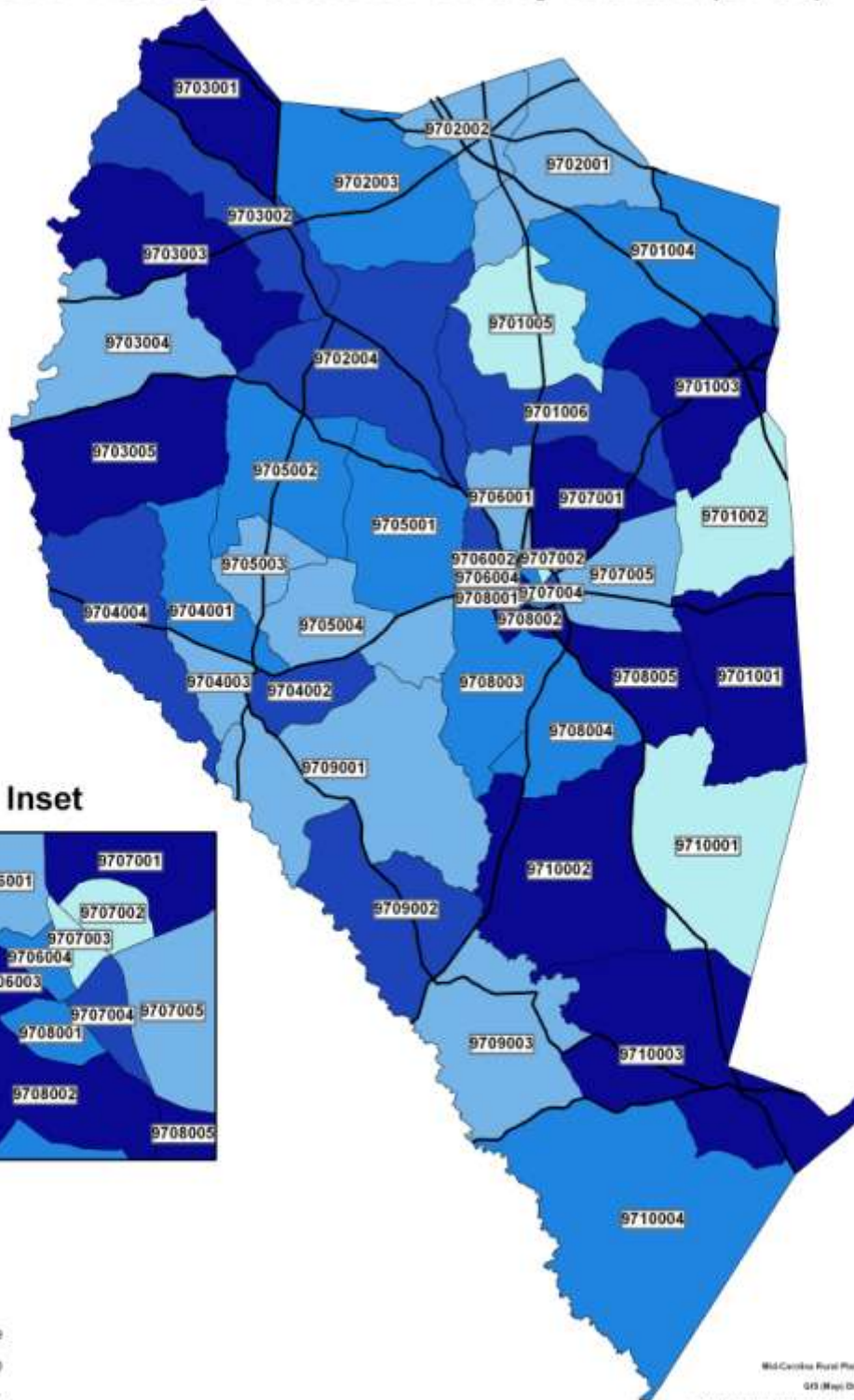
Source: Census 2000 SF1 Table P3 Minority

Mid-Carolina Rural Planning Organization

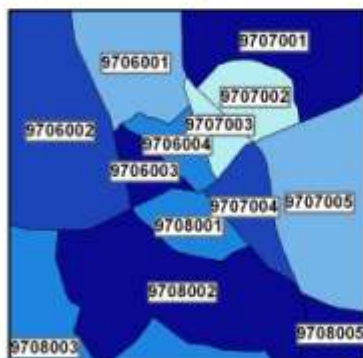
GIS (Map) Disclaimer

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Sampson County Census: Poverty Status (2000)

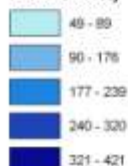


Clinton Inset



Legend

Below Poverty



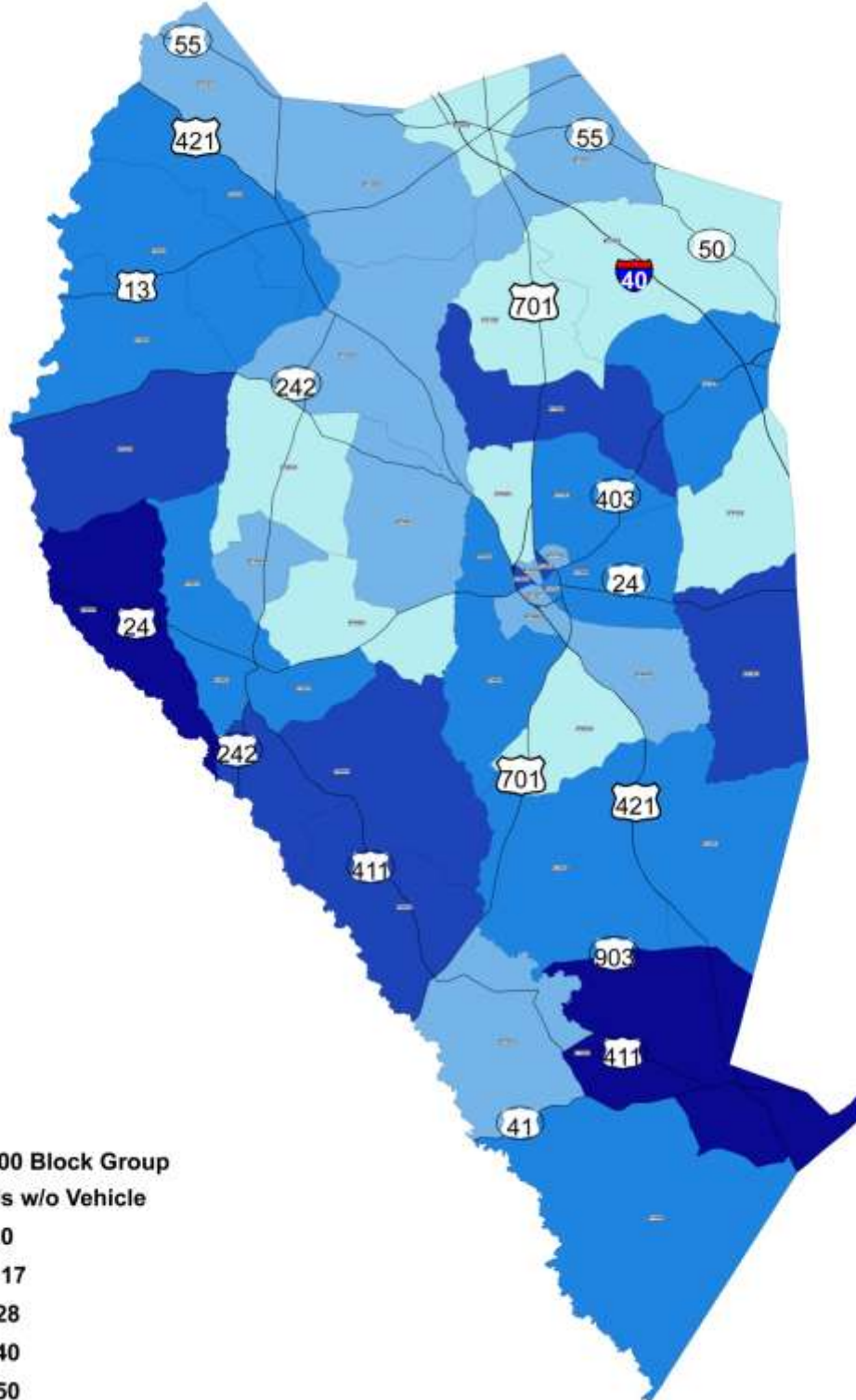
Source: Census 2000 SF3 Table P87 Poverty Status

Mid-Carolina Rural Planning Organization

GIS (Map) Disclaimer

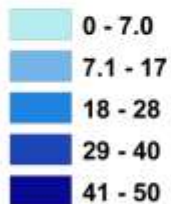
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Sampson County: Household w/o Vehicle



Legend

Census 2000 Block Group
Households w/o Vehicle



Source: Census 2000 SF3 Table H44 Vehicle Availability

VII. Appendix

Glossary

The following glossary provides definitions of public transportation-related terms, phrases and acronyms used throughout this report.⁴

Carpool – An arrangement by which two or more people share the use and cost of privately owned automobiles in traveling to and from pre-arranged destinations together. Generally, carpooling agreements are not arranged by contract, whereas vanpool and buspool agreements are contractually binding.

Community Transportation – The efficient and effective utilization of all available resources in the provision of safe and reliable public transportation services for all citizens.

Commuter Bus Service – Fixed-route bus characterized by service predominantly in one direction during peak periods, limited stops, use of multi-ride tickets and routes of extended length, usually between the central business district and outlying suburbs. Commuter bus service also may include other service, characterized by a limited route structure, limited stops and a coordinated relationship with another mode of transportation.

Dial-a-ride – Another name for "demand responsive."

Demand Responsive – 1. Non-fixed-route service utilizing vans or buses with passengers boarding and alighting at pre-arranged times at any location within the system's service area. Also called "dial-a-ride." 2. Passenger cars, vans or motor buses operating in response to calls from passengers or their agents to the transit operator, who then dispatches a vehicle to pick up the passengers and transport them to their destinations. A demand-response operation is characterized by the following: firstly, the vehicles do not operate over a fixed route or on a fixed schedule except, perhaps, on a temporary basis to satisfy a specific need; and secondly, the vehicle typically may be dispatched to pick up several passengers at different pick-up points before taking them to their respective destinations and may even be interrupted en route to these destinations to pick up other passengers. 3. Personal transit service operated on roadways to provide service on demand. Vehicles normally are dispatched and used exclusively for this service.

Fare – The required payment for a ride on a public transportation vehicle. It must be paid by an acceptable means, for example, using cash, token, ticket, transfer, farecard, voucher, pass or user's fee.

Fixed Route – Service provided on a repetitive, fixed-schedule basis along a specific route with vehicles stopping to pick up and deliver passengers to specific locations; each fixed-route trip serves the same origins and destinations, unlike demand-response and taxicab services.

Human Service Transportation System – Transportation systems which provide service exclusively to clients of human-service agencies. In North Carolina, there are three types of human-service transit systems: 1) those that are consolidated and provide their own services; 2) those that are consolidated and contract for transportation services; and 3) those that are coordinated.

Intercity Bus Transportation – Establishments primarily engaged in furnishing bus transportation, over regular routes and on regular schedules, the operations of which are principally outside a single municipality and its suburban areas.

Paratransit – Comparable transportation service required by the Americans with Disabilities Act for people with disabilities who are unable to use fixed-route transportation systems.

Passenger Trips – Number of passengers who board operational revenue vehicles. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination. Trips are counted regardless of whether an individual fare is collected for each leg of travel. It includes passenger trips on volunteer, other CT system, and other provider vehicles."

Public Transit – 1. (Or public transportation) Passenger transportation services, local, metropolitan or regional in scope, that are available to any person who pays a prescribed fare. 2. Transportation by bus, rail or other conveyance, either publicly or privately owned, which is provided to the public or specialty service on a regular and continuing basis. Also known as "mass transit," "mass transportation," "public transportation" and "transit."

⁴ NC DOT Transitnet: <http://www.ncdot.org/transit/transitnet/Glossary/A.html>

Public Transit Agency – A public entity responsible for administering and managing transit activities and services. Public transit agencies can directly operate transit service or contract out for all or part of the total transit service provided.

Public Transit System – An organization that provides transportation services owned, operated or subsidized by any municipality, county, regional authority, state or other governmental agency, including those operated or managed by a private management firm under contract to the government agency owner.

Ridership – 1. The number of rides taken by people using a public transportation system during a given time period. 2. Refers to the number of people using a particular transit system on a regular basis.

Rural – 1. Usually refers to areas with populations less than 5,000. 2. Areas outside the limits of any incorporated or unincorporated city, town, village, hamlet or any other designated residential or commercial area such as a subdivision, business or shopping center or community development. 3. Includes all areas of a state that are outside the Federal Highway Administration approved and adjusted census boundaries of small urban and urbanized areas.

Rural General Public Transit System – Transit systems in rural areas (areas with less than 5,000 population) that provide transportation services to clients of human-service agencies and the general public. Federal Section 18 funds are used to assist in the administration and operating expenses of these systems.

Subscription Bus – A commuter bus express service operated for a guaranteed number of patrons from a given area on a prepaid, reserved basis.

Subscription Service – Any public transportation service operated for a guaranteed number of patrons on a prepaid, reserved basis.

Transit (or Public Transit) – Another name for "public transportation," generally used in contexts that do not include carpools or vanpools.

Transit System – An organization (public or private) providing local or regional multi-occupancy-vehicle passenger services. Organizations that provide services under contract to another agency generally are not counted a separate systems from the contracting agency.

Urban – 1. Usually refers to areas with populations of 5,000 or more. 2. Describes any area that includes a municipality or other built-up place which is appropriate in the judgment of the U.S. Secretary of Transportation, for a public transportation system to serve commuters or others in the locality taking into consideration the local patterns and trends of urban growth.

Vanpool – 1. A voluntary commuter ridesharing arrangement, using vans with a seating capacity greater than seven persons (including the driver) or buses, which provides transportation to a group of people traveling directly from their homes (or a pre-arranged meeting place, such as a park-and-ride lot) to their regular places of work within the same geographical area, and in which the commuter/driver does not receive compensation beyond reimbursement for his or her costs of providing the service. 2. An arrangement in which a group of passengers share the use and cost of a van in traveling to and from pre-arranged destinations together. 3. Vans and/or Class C motor buses operating as a voluntary commuter ride-sharing arrangement, which provides transportation to a group of individuals traveling directly between their homes (or a prearranged meeting place, such as a park-and-ride lot) and their regular places of work within the same geographical area. The vans should have a seating capacity greater than seven people, including the driver. 4. A public-sponsored commuter service operating under prearranged schedules for previously formed groups of riders in eight to 18-seat vehicles. Drivers also are commuters who may receive little or no compensation besides free transportation and use of the vehicle during "off" hours. Generally, carpooling agreements are not arranged by contract, whereas vanpool and buspool agreements are contractually binding.

Vehicles in Total Fleet – All revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency and awaiting sale.

Wheelchair-Accessible Vehicle – A vehicle that a person using a wheelchair may enter either via an on-board retractable lift or ramp; or directly from a station platform that is accessible by elevator or a ramp that is either level with the vehicle floor or can be raised to floor level.

Private Transportation Providers in the Mid-Carolina Region

Bladen County

Champion Taxi
Happy Cab
Proclaim Taxi Co.
Quick Silver Taxi

Cumberland County

Checker Yellow Cab
The Air Porter
Champion Taxi
Blue Cab
Ward Transportation
Angelic Tours & Shuttles
Carolina American Tours
Cross Country Coach
Personalized Tours & Transportation Services
Victory Transportation
B & W Transportation
FAMIKS Transportation
Hollingsworth Transportation
Majestic Tours
A-Class Taxi
Ace Flyer Taxi
On Time Taxi
Up All Nite Taxi
Twin Taxi
B & S Taxi
C & D Taxi
JB Taxi
Mac's Taxi Service
Marshall Cab
Old Army Taxi
Prestige Neighborhood Taxi
Sunu Taxi Service
Faith Taxi Service
Greyhound Bus Lines
Southeastern Stages Bus Lines

Harnett County

RDC Taxi
Rite Choice Taxi
Aazah Taxi Service
RDU Airport Taxi Company
Executive Express Taxi

Holly Springs/Fuquay Express Taxi
A1 Yellow Cab and Limousine Service
Capital Cab and Wheelchair Service
919 Transportation
A Active Taxi
Airport Straight Taxi
Call Me a Taxi
Raleigh Central Taxi Reservation
Thomas Flat Rate Taxi Service

Sampson County

Enroute Transportation
Sampson Transportation Company
Service Cab Company
Veteran Taxi Company
Baggetts Taxi
Faison's Taxi Service